

# **Fair Oaks Water District**



## **2009 USBR Water Management Plan**

**September 2009**

**Revised November 2010**

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## Section 1: Description of the District

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### A. History

In 1917 the voters of Fair Oaks created a tax district and elected three directors to establish the Fair Oaks Irrigation District. The district purchased water from the North Fork Ditch Company to irrigate about 4,000 acres growing a wide variety of fruits, nuts, and vegetables. The District issued a bond in 1918 to purchase its water distribution system and drilled its first groundwater well in 1919. The Folsom Dam on the American River was completed in 1954 and the North Fork Ditch Company's water rights were transferred to the newly created San Juan Suburban Water District, which is now called San Juan Water District. By 1979, nearly all of the significant agricultural land in the district had been replaced with low-density residential development. In response, the board of directors passed a resolution declaring the term "irrigation district" no longer described the actual functions performed by the district and that it would be best described as the Fair Oaks Water District.

#### 1. Date District formed and original size

Provide date district formed: *March 26, 1917*

Date of first Reclamation contract: *None – subcontractor to San Juan Water District, 1974 USBR contract*

Original size (acres): *3,500*

Current year (last completed calendar year): *2008*

#### 2. Current size, population, and irrigated acres

Size (square miles)	9.5
Population served	40,000
Irrigated acres	0



### 3. *Water supplies received in current year*

Water Source	2008, AFY
Federal urban water	10,534
Federal agricultural water	0
State water	0
Local/other	0
Local surface water	0
Upslope drain water	0
District ground water	2,224
Transferred water	0
Reclaimed water	0
Other (define)	0
Total	12,758

### 4. *Annual entitlement under each right and/or contract*

	AF	Source	Contract #	Contract Restrictions
Urban AF/Year (AF/Y)	Annual average of 14,000 acre-feet	1974 SJWD contract #14-06-200-152A and 6-07-20-W1373	2004 Water Supply Agreement with 2006 and 2007 Amendments	Temporary reductions due to maintenance or other O&M. During shortages water will be allocated equitably between the retailers.
Agriculture AF/Y	None			
Other AF/Y	None			

FOWD contracts with SJWD for treated surface water and augments with its own groundwater as necessary. For planning purposes, FOWD uses a five-year running average of 14,000 acre-feet for surface water demand.

### 5. *Anticipated land-use changes*

The majority of the District's service area is zoned residential. Review of the Sacramento County General Plan indicates there are no significant changes to the zoning or land use designation within the District's boundary.

### 6. *Cropping patterns*

There are no significant agriculture users in the District's service area.

*7. Major irrigation methods (by acreage)*

There are no significant agriculture users in the District's service area.

**B. Location and Facilities**

See Attachment A for a map of the District facility locations.

*1. Incoming flow locations and measurement methods*

Location Name	Physical Location	Type of Measurement Devise	Accuracy
Pershing	Pershing at Main	Magnetic meter	99%
Twin Lakes	Main at Twin Lakes	Magnetic meter	99%
Filbert	Filbert at Pershing	Magnetic meter	99%

*2. Current Year Agricultural Conveyance System*

Not applicable.

*3. Current Year Urban Distribution System*

The District contains over 170 miles of transmission pipelines ranging in size from 8 to 30 inches in diameter. The pipe type breakdown is listed in the table below.

Miles AC Pipe	Miles Steel Pipe	Miles Cast Iron Pipe	Miles - Other
125	25	10	10 (PVC)

*4. Storage facilities (tanks, reservoirs, regulating reservoirs)*

Name	Type	Capacity	Distribution or Spill
Skyway	welded steel	3.0 million gallons	distribution

Due to the sensitive nature of this information, the District is excluding location data and maps from this public document.

*5. Outflow locations and measurement methods (Agricultural only)*

Not applicable.

*6. Description of agricultural spill recovery system*

Not applicable.

*7. Agricultural delivery system operation*

Not applicable.

*8. Restrictions on water source(s)*

Restriction	Cause of Restriction	Effect on District Operations
Dry Years – maximum surface water available is 12,600 acre-feet (a 10 percent reduction)	Surface water dry year restrictions through Sacramento Water Forum Agreement as a member of the San Juan Family	FOWD will increase groundwater pumping and implement conservation measures to meet water demands during supply restrictions.
Driest Years - maximum surface water available is 11,200 acre-feet (a 20 percent reduction)	Surface water dry year restrictions through Sacramento Water Forum Agreement as a member of the San Juan Family	FOWD will increase groundwater pumping and implement conservation measures to meet water demands during supply restrictions.

FOWD contracts with SJWD for treated surface water and augments with its own groundwater as necessary. For planning purposes, FOWD uses a five-year running average of 14,000 acre-feet for surface water demand.

*9. Proposed changes or additions to facilities and operations for the next 5 years*

FOWD updated its master plan in 2006. The plan developed future demand and supply requirements and analyzed existing infrastructure capacities and requirements. As the District recently completed two new wells, there are no major water supply or transmission main project outlined for the next five years.

The 2006 Master plan outlined extensive distribution mains replacement program. The program has identified approximately 37,000 linear feet of main to be replaced due to condition, age, or operation strategy.

## C. Topography and Soils

### 1. Topography of the district and its impacts on water operations and management

The terrain is slightly hilly with drainage creeks and streams in each valley. The area slopes northeast to southwest, with drainage discharging into the American River on the south side of the District boundary or into tributary creeks at the District's south and west boundaries. The District's utilizes this topography in its distribution system layout and has created three pressure zones to minimize energy costs and maintain constant pressures.

### 2. District soil associations map (Agricultural only)

Not applicable.

### 3. Agricultural limitations resulting from soil problems (Agricultural only)

Not applicable.

## D. Climate

### 1. General climate of the district service area

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Avg Precip. (in.)	4.4	3.8	3.9	1.9	0.6	0.2	0.1	0.1	0.5	1.5	3.4	3.5	23.9
Avg Temp. (F)	46	51	54	59	65	72	77	76	73	66	54	47	62
Max. Temp. (F)	73	78	86	94	106	112	115	114	108	102	86	74	115
Min. Temp. (F)	17	19	26	30	35	43	50	45	46	32	26	16	16
ETo (inches)	1.6	2.2	3.7	5.1	6.8	7.8	8.7	7.8	5.7	4.0	2.1	1.6	57.1

Weather Station ID: Western Regional Climate Center, Folsom Dam (043113)

Date Period: Year 1955 to Year 1993

Average wind velocity: Not available as climate data. During wet season, wind generally moves from southwest to northeast. In the dry season, wind generally moves from west to east.

Average annual frost-free days: 352.

### 2. Impact of any microclimates on water management within the service area

There are no micro climates within the District service area.

## **E. Natural and Cultural Resources**

### *1. Natural resources area within the service area*

There are no natural resources within the District's service area.

### *2. Description of district management of these resources in the past or present*

The District does not provide water to any natural resource areas.

### *3. Recreational and/or cultural resources areas within the service area*

Not applicable.

## **F. Operating Rules and Regulations**

### *1. Operating rules and regulations*

Operating Rules and Regulations are included in Attachment E.

### *2. Water allocation policy*

Not applicable.

### *3. Official and actual lead times necessary for water orders and shut-off*

Not applicable.

### *4. Policies regarding return flows (surface and subsurface drainage from farms) and outflow*

Not applicable.

### *5. Policies on water transfers by the district and its customers*

The district does not transfer water and therefore has no standard transfer policies.

## **G. Water Measurement, Pricing, and Billing**

### *1. Agricultural Customers*

Not applicable.

## 2. Urban Customers

- a. Total number of connections: 14,474
- b. Total number of metered connections: 11,153
- c. Total number of connections not billed by quantity: 13,535
- d. Percentage of water that was measured at delivery point: 17 percent
- e. Percentage of delivered water that was billed by quantity: 17 percent
- f. Measurement device table

The meter conversion program at FOWD is ongoing. Part of the program includes converting to a new billing system that will be used to populate the database for a calibration and maintenance program. Meters are read bimonthly. The following table lists the accounts with meters installed. Meters are installed on over 75 percent of FOWD's customer connections, but most are not yet read. FOWD is currently in a partnership with USBR Water Conservation Field Services Program for implementing a large meter testing and maintenance program. The program will establish a regular testing and maintenance schedule for all large meters with consideration for the testing interval given to the size of the meter, the volume of water that passes through the meter, meter accuracy trends as compared to industry standards, and age of meter. FOWD will institute a meter maintenance program for its small diameter meters once the meter installation program is complete. The maintenance program will include an in-house meter shop and will initially pull meters for calibration and maintenance every 4-6 years. The maintenance frequency will be adjusted based on initial results.

Meter Size and Type	Number	Accuracy (+/-percentage)	Reading Frequency (Days)	Calibration Frequency (Months)	Maintenance Frequency (Months)
5/8-3/4"	0	N/A	N/A	N/A	N/A
1"	10,162	Data not available	60	FOWD will implement a maintenance program upon completion of the meter installation program. Maintenance frequency will initially be 4-6 years.	
1 1/2"	594	Data not available	60		
2"	334	Data not available	60		
3"	6	Data not available	60		
4"	22	Data not available	60	FOWD is currently in a partnership with USBR Water Conservation Field Services Program for implementing a large meter testing and maintenance program.	
6"	9	Data not available	60		
8"	4	Data not available	60		
10"	2	Data not available	60		
Compound	20	Data not available	60		

The Fair Oaks Water District is partnering with the US Bureau of Reclamation to implement a large meter testing and maintenance program. This District has established goals and objectives

to be completed for this program. The District anticipates full implementation of the project by 2011. The large meter data is not available at this time.

### *3. Agriculture and Urban Customers*

#### *a. Current year agricultural and/or urban water charges – including rate structure and billing frequency*

FOWD's rate structure is divided into metered and non-metered accounts. Metered accounts are based on a uniform usage rate plus a base service charge. The base service charge is based on meter size.

The non-metered rates are based on lot size. Added to the base rates are additional premiums for larger lots over one acre, second dwelling units, shared meter service, duplexes, and condominiums. Additional rates are developed for home owners associations that irrigate common areas. Rates are based on lot sizes less than 1 acre, between 1-2 acres, and larger than two acres. The rate structure is provided in Attachment B. A sample customer bill is provided in Attachment C.

#### *b. Annual charges collected from customers*

The existing accounting system does not track metered and non-metered revenue by customer category. The following table presents the units billed and the total revenue for each type of charge.

<b>Non Metered Fixed Charges</b>			
Charges	Annual Unit Rate	2008 Units billed	2008 \$ Collected
<b>Residential</b>			
Single Family up to 0.5 Acres	\$520.00	10,437	--
Single Family 0.51-1 Acre	\$605.00	1,411	--
Additional Premium Lot Fee over 1 acre base per acre	\$438.00	216	--
Second dwelling unit	\$399.00	69	--
Duplex	\$524.00	304	--
Condominium	\$416.00	1,096	--
<b>Commercial</b>			
Shared Meter Service	\$392.00	0	--
Common Area up to 1 Acre	\$391.00 plus \$438.00 per acre	1	--
Common Area 1-2 Acres	\$716.00 plus \$438.00 per acre	1	--
Common Area over 2 acres	\$1,106.00 plus \$438.00 per acre	0	--
<b>Total:</b>		<b>13,535</b>	<b>7,008,818</b>

<b>Metered Fixed Charges</b>			
Charges	Bi-Monthly Unit Rate	2008 Units billed	2008 \$ Collected
1-inch meter	\$65.10	383	--
1.5-inch meter	\$119.31	185	--
2-inch meter	\$184.28	328	--
3-inch meter	\$357.56	6	--
4-inch meter	\$552.61	22	--
5-inch meter	\$876.77	0	--
6-inch meter	\$1,093.84	9	--
8-inch meter	\$1,744.82	4	--
10-inch meter	\$2,2718.87	2	--
<b>Total:</b>		<b>939</b>	<b>\$718,102</b>

<b>Volumetric Charges</b>			
Charges	Charge units	2008 Units billed	2008 \$ Collected
CCF	\$0.33/CCF	927,319	\$271,412

The volumetric revenue of \$271,412 differs from the amount derived from a straight multiplication (927,319 ccf x \$0.33) due to the lag effect between the billing and collection. The difference is the amount that the District billed customers, but did not received payments until



2009. The difference was booked as 2009 revenue. The FOWD has partnered with the USBR to implement metering technologies via a field service grant. These technologies have enabled to monitor more accurately consumption for metered connections. The previously reported numbers for 2008 did not benefit from these improvements

c. Water-use data accounting procedures

Water use records are only kept for the customers on meters. As the meter installation program is implemented, all users will eventually be metered with water use data recorded. Water use data for metered customers is maintained in the billing system database. Currently, all data history is archived daily on tapes stored on site, and quarterly moved to off-site storage. As the new billing system is implemented, data archival will be addressed. Each metered customer's bill lists the meter values and water use for the current billing cycle, as shown on the attached sample bill in Attachment C. Metered customers may access their usage history by calling FOWD for a complete listing.

The bill contains an extra charge due to the longer than normal billing cycle: 65 days (05/04/2009-7/08/2009) versus 60. The factor of 1.0834 ( $65/60=1.0834$ ) was applied to all fixed charges within this billing cycle. For example, the normal fixed rate for 2-inch meter of \$184.28 was multiplied by 1.0834 resulting in fixed charge of \$199.64. The usage charge was added to the revised fixed charge based on approved rate of \$0.33 per CCF.

## **H. Water Shortage Allocation Policies**

### *1. Current year water shortage policies*

FOWD has established a five level water shortage contingency plan. Each level is assigned usage goals with established supply conditions that trigger implementation. Use monitoring procedures and frequency are identified for each level to help the District ensure the reduction goals are met. The contingency plan also identifies and prioritizes water uses to support water shortage use policies. The Water Shortage Contingency Plan is presented in Attachment D.

The water shortage allocation policy provided is the current FOWD policy. The San Juan Water District determines actual water shortages and supply allocations for the surface water. FOWD will work with SJWD and other San Juan Family Members to update the wholesale/retail water shortage contingency plan as needed. It is anticipated the plan will need to be updated in connection with the ongoing Urban Water Management Plan and 20x2020 Compliance Plan efforts.

### *2. Current year policies that address wasteful use of water*

As part of the California Urban Water Conservation Council's 14 best management practices, FOWD has implemented, among others, BMP 13, Water Waste Prohibition and Enforcement. FOWD's water waste prohibition measures includes the assignment of employees to patrol and report violations. The wasteful use of water enforcement policy is presented in Attachment E.

## **Section 2: Inventory of Water Resources**

### **A. Surface Water Supply**

- 1. Acre-foot amounts of surface water delivered to the purveyor by each of the contractor's sources*

See Water Inventory Table 1 at end of section.

- 2. Amount of water delivered to the district by each of the district sources for the last 10 years*

See Water Inventory Table 8 at end of section.

### **B. Ground Water Supply**

- 1. Acre-foot amounts of ground water pumped and delivered by the contractor*

See Water Inventory Table 2 at end of section.

- 2. Ground-water basin(s) that underlies the district*

The groundwater basin underlying the District is the North American Subbasin, part of the larger Sacramento Valley groundwater basin. Water bearing formations beneath the District occur in two major strata. The upper water-bearing units include the geologic formations of the Victor, Fair Oaks, and Laguna Formations and are typically unconfined. The lower water-bearing unit consists primarily of the Mehrten Formation, which exhibits confined conditions. The Mehrten Formation is the most productive fresh water-bearing unit in the eastern Sacramento Valley, though some of the permeable layers of the Fair Oaks Formation produce moderate amounts of water. Supply wells in the District draw water primarily from the Mehrten and Fair Oaks formations and typically produce 500-1,500 gpm of good to excellent quality water. Much of the recharge of these aquifer systems comes from the Sacramento and American Rivers and their tributaries where gravel deposits exist. To a lesser extent, aquifer recharge also occurs where the Merhten Formations reaches the surface in the foothills in eastern Sacramento and western El Dorado County. Groundwater levels have been generally declining in Sacramento County for the last 50 years, with many areas declining at a rate of 1.5 to 2.0 feet per year. A groundwater depression that was evident in 1968 significantly expanded and deepened in 1996.

The following table presents data on the District's groundwater basin. Total usable capacity and safe yield have not yet been determined. Such studies are expected to be conducted by the Sacramento Groundwater Authority over the coming years. Usable capacity is assumed to be the yield calculated in the Department of Water Resources' American Basin Conjunctive Use Project Feasibility Study (1997). The study assumed a specific yield of 7 percent and an assumed thickness of 200 feet. Applying these assumptions to the total basin area results in a usable capacity of 70.2 million acre/ft.

Name	Size (Square Mile)	Usable Capacity (AF)	Safe Yield (AF/Y)
Sacramento Valley, North American Subbasin (5-21.64)	548	70,200,00	To be determined.

### *3. Map of district-operated wells and managed ground water recharge areas*

The District has seven wells that are primarily located in the southwestern portion of the system. The wells serve to provide short-term pressure or supply needs, but are not operated on a regular basis during normal precipitation years. The District's facilities are shown in Attachment A. The District does not maintain any groundwater recharge areas.

### *4. Description of conjunctive use of surface and ground water*

The District utilizes a conjunctive use water management strategy dependent on their available supply as defined in the Water Forum Agreement. Historically, the District has always been able to meet all of its water supply needs from surface water. The wells have been used as backup to meet localized peak supply and pressure needs. If the District's supply requirements cannot be met by surface supply, the District plans to use groundwater to make up the difference.

The Fair Oaks Water District as a signatory to the Water Forum Agreement, which utilizes a conjunctive water management practice. Based on the weather conditions and customer demands, groundwater usage is varying from year to year. For example, in 2009 9.1 percent of total supply derived groundwater wells and 90.9 percent from surface water. The system distribution configuration and hydraulic capacities could contribute to localized low pressure areas. The groundwater wells allow boosting pressure in these areas without impacting customers with expensive pipeline improvements.

### *5. Ground water management plan*

The Sacramento Groundwater Authority is the lead agency for the groundwater management plan. The title page is provided in Attachment F. The full document is available online at [www.sgah2o.org](http://www.sgah2o.org).

### *6. Ground water banking plan*

The District does not participate in a groundwater banking program.

## **C. Other Water Supplies**

### *1. "Other" water used as part of the water supply*

There are no "Other" sources for water as identified in Water Inventory Table 1 at the end of this section.

## **D. Source Water Quality Monitoring Practices**

### *1. Potable water quality*

There are three significant quality impairment areas with contamination issues affecting the groundwater basin: McClellan AFB, United Pacific Railroad, and Aerojet Superfund Site. The first two sites are down gradient from the District's area and are not expected to impact groundwater quality within the District's wells. The third site, Aerojet, is south of the District's area and on the other side of the American River. However, a recent study (Montgomery 2000) indicates a contaminant plume (including TCE and PCE) extends under the American River and into the North American subbasin near Hazel Avenue. Monitoring wells on the south side of the District have shown contamination with TCE. FOWD and Aerojet Corporation are currently working towards a solution. At present time, none of the District's well are impacted by contamination from the Aerojet plume.

There are no known water quality issues with the surface water. The 2008 Annual Water Quality Report is presented in Attachment G.

### *2. Agricultural contractors concerns*

Not applicable.

### *3. Description of the agricultural water quality testing program and the role of each participant, including the district, in the program*

Not applicable.

### *4. Current water quality monitoring programs for surface water by source (Agricultural only)*

Not applicable.

## **E. Water Uses Within the District**

### *1. Agricultural*

Not applicable.

### *2. Types of irrigation systems for each crop in current year*

Not applicable.

3. *Urban use by type in current year*

Customer Type	Number of Connections	Year 2008 Use (AF)
Single-family	13,664	9,553
Multi-family	267	533
Commercial	417	1,100
Industrial	0	0
Institutional	28	222
Landscape irrigation	98	172
Wholesale	N/A	N/A
Reclaimed	0	0
Other (specify)	0	0
Unaccounted for	--	1,159
Total	14,474	12,759

Use per customer category is estimated until meter retrofit program is complete.

4. *Urban wastewater collection/treatment systems serving the service area*

All of the wastewater generated in the District is collected and treated at the Sacramento Regional Wastewater Treatment Plant (SRWTP).

Treatment Plant	Treatment Level (1, 2, 3)	2008 (AF)	Disposal to
SRWTP	2	147,860	Sacramento River
SRWTP	3	1,052	Reuse outside of FOWD service area
	Total	148,912	
Total discharged to ocean and or saline sink		0	

Information from <http://www.srwsd.com/fastfacts.php>

5. *Ground-water recharge/management in current year*

There is no formal ground water recharge/management/banking other than non-monitored natural recharge.

6. *Transfers and exchanges into or out of the service area*

None.

7. *Trades, wheeling, wet/dry year exchanges or other transactions*

None.

*8. Other uses of water*

None.

**F. Outflow from the District (Agricultural only)**

Not applicable.

**G. Water Accounting (Inventory)**

See Water Supply Tables at end of section for all required information.

*1. Water Supplies Quantified*

See Water Supply Tables at end of section for all required information.

*2. Water Used Quantified*

See Water Supply Tables at end of section for all required information.

*3. Overall Water Inventory*

See Water Supply Tables at end of section for all required information. FOWD is currently not able to calculate how much water is actually delivered to the customer side of the connection due to incomplete metering coverage. Therefore, the water inventory calculation in Table 6 is an estimate. FOWD's ongoing meter implementation program will be completed in 2011 and should provide a more complete inventory calculation as meter coverage increases. FOWD is implementing thirteen of the fourteen BMPs in the meantime to improve conservation efforts, as described in Section 4.

**H. Assess Quantifiable Objectives**

There are no quantifiable objectives identified for FOWD in the CALFED Water Use Efficiency Program goals.

--

Enter data year here
**Table 1*****Surface Water Supply***

<b>2008 Month</b>	<b>Federal Urban Water (acre-feet)</b>	<b>Federal Agric. Water (acre-feet)</b>	<b>State Water (acre-feet)</b>	<b>Local Water (acre-feet)</b>	<b>Other Water (define) (acre-feet)</b>	<b>Total (acre-feet)</b>
	386		0		0	
	327		0		0	
	521		0		0	
	788		0		0	
	1,035		0		0	
	1,213		0		0	
	1,325		0		0	
	1,688		0		0	
	1,274		0		0	
	994		0		0	
	525		0		0	
	459		0		0	

**Table 2*****Ground Water Supply***

<b>2008 Month</b>	<b>District groundwtr (acre-feet)</b>	<b>Private groundwater (acre-feet)</b>

\*normally estimated



**Table 3*****Total Water Supply***

<b>2008 Month</b>	<b>Surface Water Supply (acre-feet)</b>	<b>District Groundwater (acre-feet)</b>	<b>Recycled M&amp;I Wastewater (acre-feet)</b>	<b>Total District Water Supply (acre-feet)</b>
			0	
			0	
			0	
			0	
			0	
			0	
			0	
			0	
			0	
			0	
			0	
			0	
			0	
			0	
			0	

Recycled wastewater is treated urban wastewater that is reused

**Table 4*****Distribution System***

<b>2008 Area or Line</b>	<b>Length (feet)</b>	<b>Leaks (acre-feet)</b>	<b>Breaks (acre-feet)</b>	<b>Flushing/Fire (acre-feet)</b>	<b>Total (acre-feet)</b>
<b>Service breaks/leaks (26)</b>	n/a	0	1	0	
<b>Main breaks/leaks (17)</b>	n/a	0	13	0	
<b>Hydrants (20 tests)</b>	n/a	0	0	3	
<b>Flushing (100 events)</b>	n/a	0	0	10	

*Table 6*  
*2008 District Water Inventory*

	0
	0
	0
	0
2008	
	12,759

**Table 8*****Annual Water Quantities Delivered Under Each Right or Contract***

<b>Year</b>	<b>Federal Urban Water (acre-feet)</b>	<b>Federal Agric. Water (acre-feet)</b>	<b>State Water (acre-feet)</b>	<b>Local Water (acre-feet)</b>	<b>Other Water (define) (acre-feet)</b>	<b>Total (acre-feet)</b>
	14,235	0	0	0		
	14,407	0	0	0		
	15,040	0	0	0		
	11,455	0	0	0		
	12,333	0	0	0		
	13,629	0	0	0		
	12,282	0	0	0		
	11,178	0	0	0		
	11,532	0	0	0		

### **Section 3: Best Management Practices (BMPs) for Agricultural Contractors**

Not applicable.

### **Section 4: BMPs for Urban Contractors**

The FOWD conservation program continues to expand as more of its customers are converted to metered service and metered rates. The majority of the District's efforts is focused on meter retrofit BMP 4 and is scheduled for completion by 2011. Once all customers are billed on metered rates, FOWD expects that more of its customers will take advantage of its BMP programs.

FOWD maintains an annual budget of approximately \$150,000 (excluding the \$2.5 million for meter retrofits) for its water conservation program. Annual monitoring and reporting for both the CUWCC and USBR requirements are accomplished through the CUWCC annual reporting website. In addition, FOWD is a signatory to the Water Forum Agreement, and submits its BMP efforts, status, and results annually to the Water Forum.

Actions and descriptions of each CUWCC BMP are presented in this section. The next three year's budgets for each BMP are included in the tables at the end of this section. The CUWCC 2008 Annual Report is presented in Attachment H. The budget information in the 2008 annual report was reported early in 2009, prior to the budget approval. The three-year budgets provided at the end of this section are the approved budgets.

#### **1. BMP 01 - Water Survey Programs for Single-Family and Multi-Family Residential Customers**

FOWD will continue to implement water surveys for single-family and multi-family residential customers to include the following:

- Survey development and marketing strategy that includes offering survey to all customers at least twice per year through newsletters and notes on customer's bills.
- Check for leaks including toilets, faucets, and meters.
- Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement if necessary.
- Check toilet flow rates and offer to install displacement device.
- Check irrigation system and timers.
- Review or develop irrigation schedule
- Provide customer information packets that include survey results and recommendations.

FOWD offered surveys to all of its residential customers in 2008, with only three customers requesting the survey.

## **2. BMP 02 - Residential Plumbing Retrofit**

FOWD offers residential plumbing retrofits to all of its residential customers. Customers are notified of retrofit programs through the District newsletter, notes on bills, bill stuffers, community events, and through the Regional Water Efficiency Program Advisory Committee. FOWD does not maintain an ordinance to enforce retrofits and instead relies on the marketing strategy to inform customers of available retrofit services.

In 2008, FOWD distributed 251 retrofit kits which includes a low flow showerhead, toilet displacement device, and faucet aerator. The District estimates that 36 percent of its single family accounts and 73 percent of its multi-family households have low flow showerheads.

## **3. BMP 03 – System Water Audits, Leaks, Detection, and Repair**

FOWD can not measure or monitor leaks due to incomplete meter coverage of their system. The District is aggressively replacing or investigating retrofit alternatives of currently known and newly identified steel piping in the District's system. The District's current master plan identifies approximately 37,000 linear feet of main to be replaced. The District is spends approximately \$50,000 per year on leak repairs. In addition, the meter installation program includes replacing the service line out to the main, eliminating many leaks that may be undetected. The District plans on fully implementing this BMP when meter coverage is sufficient to allow for meaningful results from meter data.

## **4. BMP 04 - Metering with Commodity Rates for all New Connections and Retrofit of Existing Connections**

FOWD is nearing the end of its meter retrofit program. The District installed 1,317 meters in 2008, and expects to have all customers metered by the end of 2011. Once metered, customers will be placed on a metered rate after one year of comparison on their bills. The meter retrofit program is the largest budget item for FOWD's conservation program. The program is budgeted for \$2.6 million over the next three years.

FOWD requires meters for all new connections, and bills on volume basis for commercial and multi-family customers. The District began installing meters in 1986 and currently installs meters for all new service connections, service lines that are replaced, customers requesting meters, all commercial, and all multi-family connections. Bill-by-volume is offered to all residential customers one year after meter install. As the meter retrofit program nears completion in 2011, FOWD plans to conduct a billing rate study to include incentive-based pricing structures, per BMP requirements. Pending the results of the study, FOWD will implement billing by volume structures as recommended.

## **5. BMP 05- Large Landscape Conservation Programs and Incentives**

FOWD will continue to provide customer support, education, and assistance by offering irrigation audits and notifications to large landscape accounts through District newsletters, bills, and community events. Information includes audit availability, controllers and services available, over watering evaluations, specific drought watering instructions, drought resistant landscapes, irrigation strategies, and other conservation methods. Information also includes schedules for irrigation seasons and lists recommended system checks and schedule changes prior to start and just after end of irrigation season.

Accounts with dedicated irrigation meters have not been assigned ETo-based water use budgets as these accounts are still on a flat rate billing structure. The District plans to change this when the rate study is completed for BMP 04 and new rate structures are implemented. Comparative water use data from the previous year's bill is included on customer statements. The District has offered audits and water use budgets to all large landscape customers but no customers have requested the service yet. The survey elements include:

- Irrigation system check
- Distribution uniformity analysis
- Review/develop irrigation schedules
- Survey results with potential water savings, cost savings, and conservation information and other programs available.

The program also provides many other elements including:

- Landscape water use analysis/surveys
- Voluntary water use budgets
- Installation of dedicated landscape meters
- Landscape water use efficiency information
- Irrigation season start and end notices
- Follow up water use surveys/analysis

The District has installed climate appropriate landscaping at well sites, the main office, and the tank site and has investigated dual metering for these sites.

## **6. BMP 06 - High-Efficiency Washing Machine Rebate Programs**

The two local power utilities, Sacramento Utilities District and Pacific Gas & Electric, both offer rebates on clothes washers and other appliances. To qualify, the unit must be installed with a water heating source using natural gas or electricity provided by one of the two power companies. Information on these programs is provided to District customers through District newsletters, web site, and community events. FOWD does not plan to provide high-efficiency washing machine rebates over the next three years as long as the rebates are available to customers from the energy providers. The exemptions calculations for this BMP are included in Section 6.

## **7. BMP 07 - Public Information Programs**

FOWD maintains a robust public information program for its conservation program. The District is a member of the Regional Water Authority, which provides additional public information programs throughout the region for its members. The program includes the following:

- Providing speakers to employee, community, and media groups
- Using paid advertising
- Using bill inserts/newsletters/brochures
- Showing water usage on bills
- Demonstration garden
- Special events and media events to promote conservation
- Coordinating with other government agencies, industry groups, public interest groups, and media to promote conservation efforts

The public information program provided 13 paid advertising events, 823 public service announcements, four bill inserts, presence at two local events, eight speaking engagements, and maintained two demonstration gardens.

## **8. BMP 08 - School Education Programs**

FOWD maintains a school education program covering urban, agricultural, and environmental water issues and conditions in the local watershed that includes classroom presentations and instructional assistance. All materials provided meet the State education framework requirements. In addition, FOWD also participates in Newspapers in Education, a program sponsored by the Regional Water Efficiency Program Advisory Committee and supports the Water Conservation Poster Contest, which includes distributing 10,000 copies of the conservation calendar.

The school education program provided two classroom presentations in 2008, reaching 150 students.

## **9. BMP 09 - Conservation Programs for CII Accounts**

The District has already implemented most of the cost effective and customer-requested elements for this BMP. CII accounts are identified and ranked for water usage between commercial, industrial, and institutional accounts. An audit is offered to all customers. In addition, the District participated in the RWA Rinse and Spray retrofit program. However, because CII customers realized a significant savings when converting to water-use rates, none have expressed interest in the survey. The District will continue to offer the survey through the public outreach BMP and adjust the budget to meet demand accordingly.



The CII surveys that include the following:

- Site visit
- Evaluation of all water-using apparatus and processes
- Report identifying recommended efficiency measures, expected payback, and available incentives.

In addition, FOWD offers the CII ULFT retrofit through BMP 14.

## **10. BMP 10 - Wholesale Agency Assistance Programs**

FOWD is not a wholesaler water district, but coordinates some of its conservation program with its wholesaler, San Juan Water District.

## **11. BMP 11 - Conservation Pricing**

FOWD is converting to a metered system from a non-metered system. All CII accounts are metered and billed on a volumetric rate. There is currently a mixture of flat rate residential, flat rate irrigation, commodity commercial, and service charge commercial. Residential accounts are converted to meters and billed on volumetric rate voluntarily. Therefore, the Districts pricing structures are between the older, flat rate structure, and the newer conservation orientated methods. The District plans to update its rate study evaluation of incentive-based pricing structures and conservation pricing as the meter retrofit nears completion in 2011.

## **12. BMP 12 - Conservation Coordinator**

FOWD has an established conservation coordinator whose duties include the following:

- Coordination and oversight of conservation program and BMP implementation
- Preparation and submittal of the CUWCC BMP Implementation Report
- Coordination of conservation efforts and programs with District executive team, other staff, and other agencies
- Preparation of annual BMP budgets
- Participation in CUWCC meetings
- Preparation of conservation elements in the District's Urban Water Management Plan

The conservation coordinator is a full-time position and FOWD has budgeted \$60,000 annually for the position. In addition to the coordinator, there are also 3 full-time-equivalents available through the customer service department to support and implement the conservation program as required.

## **13. BMP 13 - Water Waste Prohibition**

The District's Board of Directors passed a resolution stating that water will be used in a beneficial manner. Water use must be confined to a customer's property with no run off allowed. The resolution states that automatic shut-off devices on garden hoses and filling apparatus shall be used and free flowing of water from such apparatus is prohibited. Pools, spas, fountains, and ponds shall be equipped with recirculating pumps and shall be constructed to be

leak-proof. Hydraulic washing of streets, parking lots, driveways, sidewalks, patios, tennis courts, or buildings is only allowed for sanitary considerations. In addition, the District employs two additional full time seasonal staff to patrol the service area, helping to promote conservation practices within the guidelines of the District's "Water Conservation Requirements and Enforcement Measures" as well as being good will ambassadors in the education and promoting healthy landscapes. The District has not yet addressed water softener issues, as water quality precludes any significant use of softener units.

#### **14. BMP 14 - Residential ULFT Replacement Programs**

FOWD actively pursues ULFT replacement with its customers by offering rebates and advertising the program through its public information campaign. Rebates are \$75 per toilet and the District will pick up the older toilet for disposal. At least 90 percent of all all new toilets and supply lines are inspected by the District for proper operation and leaks. The District through RWA has developed contracts with Sacramento Regional Sanitation District to receive funds for toilet replacement incentives up to 25 percent of each cost. The incentive does not exceed \$50 per toilet on a pro-rated basis. This results in total potential rebate of \$125 for each toilet.

A similar rebate and service is provided to all CII accounts as well. The CII program in this BMP 14 is in lieu of the ULFT CII program in BMP 12. However, the CII ULFT program in this BMP does not track detailed information on CII participants or projected water savings. The program is marketed along with all the other conservation programs the District offers in the newsletters, bill stuffers, and at community events.

In 2008, the program provided 112 rebates for single family customers and 10 rebates for multi-family customers for 1.6 gallon per flush (gpf) toilets. Four rebates were provided to single family customers for 1.28 gpf toilets.

## 2009 Budget for Expenditures and Staff Effort for BMPs

### 2009 Year Budget and Staff Time Summary

BMP No.	BMP Name	Estimated Budget \$\$	Estimated Staff Time (Hours)
1	Residential Water Audits	0	0
2	Residential Retrofits	0	0
3	System Water Audit and Leak Detection	in ops budget	in ops budget
4	Metering w/Commodity Rates	2,377,261*	33,280**
5	Large Landscape Water Audits	900	50
6	Washing Machine Rebates	0	0
7	Public Information	6,800	120
8	School Education Program	6,000	200
9	CII Conservation	0	0
10	Wholesale Agency Programs	15,246***	0
11	Conservation Pricing	0	0
12	Conservation Coordinator	15,000	520
13	Water Waste Prohibition	0	0
14	ULFT Program	16,925	300
	Total	2,438,132	34,470

\* Cost of Meter Implementation program

\*\* 4 crews for entire year (16 operators)

\*\*\* Participation in RWA water efficiency Cat I program

### 3-Year Budget for Expenditures and Staff Effort for BMPs

#### 2010 Year Budget and Staff Time Summary

BMP No.	BMP Name	Estimated Budget \$\$	Estimated Staff Time (Hours)
1	Residential Water Audits	3,000	100
2	Residential Retrofits	1,500	50
3	System Water Audit and Leak Detection	in ops budget	in ops budget
4	Metering w/Commodity Rates	2,536,800	21,000
5	Large Landscape Water Audits	500	5
6	Washing Machine Rebates	0	0
7	Public Information	20,000	120
8	School Education Program	20,000	200
9	CII Conservation	0	0
10	Wholesale Agency Programs	0	0
11	Conservation Pricing	0	0
12	Conservation Coordinator	60,000	2,080
13	Water Waste Prohibition	15,000	500
14	ULFT Program	19,000	300
	Total	2,675,800	24,355

#### 2011 Year Budget and Staff Time Summary

BMP No.	BMP Name	Estimated Budget \$\$	Estimated Staff Time (Hours)
1	Residential Water Audits	3,000	100
2	Residential Retrofits	1,500	50
3	System Water Audit and Leak Detection	in ops budget	in ops budget
4	Metering w/Commodity Rates	200,000	2,080
5	Large Landscape Water Audits	500	5
6	Washing Machine Rebates	0	0
7	Public Information	20,000	120
8	School Education Program	20,000	200
9	CII Conservation	0	0
10	Wholesale Agency Programs	0	0
11	Conservation Pricing	0	0
12	Conservation Coordinator	60,000	2,080
13	Water Waste Prohibition	15,000	500
14	ULFT Program	19,000	300
	Total	339,000	5,435

2012 Year Budget and Staff Time Summary

BMP No.	BMP Name	Estimated Budget \$\$	Estimated Staff Time (Hours)
1	Residential Water Audits	3,000	100
2	Residential Retrofits	1,500	50
3	System Water Audit and Leak Detection	in ops budget	in ops budget
4	Metering w/Commodity Rates	200,000	2,080
5	Large Landscape Water Audits	500	5
6	Washing Machine Rebates	0	0
7	Public Information	20,000	120
8	School Education Program	20,000	200
9	CII Conservation	0	0
10	Wholesale Agency Programs	0	0
11	Conservation Pricing	0	0
12	Conservation Coordinator	60,000	2,080
13	Water Waste Prohibition	15,000	500
14	ULFT Program	19,000	300
	Total	339,000	5,435

### **Section 5: Plan Implementation**

FOWD reports plan implementation annually through the CUWCC reporting database.

### **Section 6: Exemption Process**

FOWD is exempting out of BMP 6. The exemption analysis for this BMP is included on the following pages.

### **Section 7: Regional Criteria**

There are no Regional Criteria at this time. If in the future regional criteria are considered, they will be developed as a separate document.

## **BMP 6 Exemption Calculations**

## BMP 06 High Efficiency Washing Machine Rebate Programs - Annual Program Cost Worksheet

Instructions: Fill in all green cells.

### Administration Costs

- |                                                 |               |
|-------------------------------------------------|---------------|
| 1. Staff hours to administer the rebate program | 400 hrs/yr    |
| 2. Staff hourly rate, including overhead        | \$ 40.00 /hr  |
| 3. Administration costs<br>(Line 1 x Line 2)    | \$ 16,000 /yr |

### Washing Machine Rebate Costs

- |                                           |               |
|-------------------------------------------|---------------|
| 4. Rebate (or utility incentive cost)     | \$ 50 /rebate |
| 5. Number of rebates distributed          | 100 /yr       |
| 6. Total rebate cost<br>(Line 4 x Line 5) | \$ 5,000 /yr  |

### Rebate Processing Costs

- |                                                                     |              |
|---------------------------------------------------------------------|--------------|
| 7. Average rebate processing cost (if not included in Admin. Costs) | \$ - /rebate |
| 8. Total rebate processing cost<br>(Line 5 x Line 7)                | \$ - /yr     |

### Publicity Costs

- |                                                                                 |               |
|---------------------------------------------------------------------------------|---------------|
| 9. Marketing collateral cost<br>(e.g., brochure design, printing, web services) | \$ 10,000 /yr |
| 10. Advertising cost<br>(i.e. newspaper, radio, TV, web)                        | \$ - /yr      |
| 11. Total publicity costs<br>(Line 9 + Line 10)                                 | \$ 10,000 /yr |

### Evaluation and Followup Costs

- |                                                                          |               |
|--------------------------------------------------------------------------|---------------|
| 12. Labor & Consultant costs                                             | \$ - /yr      |
| 13. <b>Total Costs</b><br>(Line 3 + Line 6 + Line 8 + Line 11 + Line 12) | \$ 31,000 /yr |

### Program Cost Sharing

- |                                                                                |               |
|--------------------------------------------------------------------------------|---------------|
| 14. Cost Share from Others<br>(e.g., other agencies, grants, in-kind contrib.) | \$ - /yr      |
| 15. <b>Net Agency Cost</b><br>(Line 13 - Line 14)                              | \$ 31,000 /yr |



## BMP 06 High Efficiency Washing Machine Rebate Programs - Water Savings Worksheet

Instructions: Fill in all green cells.

	High-Efficiency Washing Machines	
1. Savings per machine (gallons per year per machine)	<u>5,250.00</u> gpy/machine	<input checked="" type="radio"/> Use CUWCC Reliable Savings Estimate <input type="radio"/> Use Own Estimate
2. Useful Life	<u>10.0</u> yrs	
3. Number of Rebates Distributed (from STEP 1 Line 5)	<u>100</u>	
4. Percent Free-riders	<u>10</u> %/yr	
5. Lifetime Savings	<u>14.50</u> AF	

### Acre-Foot Conversions

Use the calculator below if you need to convert water volume into acre-feet.

5,250.00   = 0.02 AF

## BMP 06 High Efficiency Washing Machine Rebate Programs - Agency Benefits Worksheet

Instructions: Fill in all green cells that apply.

### Avoided Supply Acquisition Costs (include future avoided capital costs as appropriate)

- |                                             |                                |                                                            |
|---------------------------------------------|--------------------------------|------------------------------------------------------------|
| 1. Marginal Source of Supply<br>(List name) | <u>San Juan Water District</u> |                                                            |
| 2. Avoidable Supply Acquisition Cost        | \$ <u>141.6</u> /AF            |                                                            |
|                                             |                                | \$64/AF service plus debt charge<br>\$77.71/AF supply cost |

### Avoided Treatment & Distribution Capacity Costs

- |                                                                                        |                 |
|----------------------------------------------------------------------------------------|-----------------|
| 3. Avoided capacity expansion costs<br>(dollars per AF of water saved by conservation) | \$ <u>0</u> /AF |
|----------------------------------------------------------------------------------------|-----------------|

### Avoided Wastewater Capacity Costs (if service provided by agency)

- |                                                                                        |                 |
|----------------------------------------------------------------------------------------|-----------------|
| 4. Avoided capacity expansion costs<br>(dollars per AF of water saved by conservation) | \$ <u>0</u> /AF |
|----------------------------------------------------------------------------------------|-----------------|

### Avoided Treatment & Distribution Variable Costs (include wastewater services if provided by agency)

#### Avoided chemical costs

- |                                                             |                          |      |
|-------------------------------------------------------------|--------------------------|------|
| 5. Total annual chemical costs                              | \$ <u>1,800.00</u> /yr   | 1800 |
| 6. Annual fixed costs for chemicals                         | \$ <u>          </u> /yr |      |
| 7. Annual chemical costs<br>not related to water production | \$ <u>          </u> /yr |      |
| 8. Avoidable chemical costs<br>(Line 5 - Line 6 - Line 7)   | \$ <u>1,800.00</u> /yr   |      |
| 9. Average annual treated water use                         | <u>12759</u> AF          |      |
| 10. Unit Cost of Chemicals<br>(Line 8 ÷ Line 9)             | \$ <u>0.14</u> /AF       |      |

#### Avoided energy costs

- |                                                                                                 |                          |                            |
|-------------------------------------------------------------------------------------------------|--------------------------|----------------------------|
| 11. Annual energy costs                                                                         | \$ <u>99,108.00</u> /yr  | pumping and treatment cost |
| 12. Annual fixed costs                                                                          | \$ <u>6,078.00</u> /yr   |                            |
| 13. Annual energy costs<br>not related to water production<br>(e.g., lighting, heating/cooling) | \$ <u>          </u> /yr |                            |
| 14. Avoidable energy costs<br>(Line 11 - Line 12 - Line 13)                                     | \$ <u>93,030.00</u> /yr  |                            |
| 15. Average annual water use<br>(from Line 9 above)                                             | <u>12,759.00</u> AF      |                            |
| 16. Unit Cost of Energy<br>(Line 14 ÷ Line 15)                                                  | \$ <u>7.29</u> /AF       |                            |
| 17. Avoided Treatment & Distribution Variable Costs<br>(Line 10 + Line 16)                      | \$ <u>7.43</u> /AF       |                            |
| 18. Total Supply & Wastewater Benefits<br>(Line 2 + Line 3 + Line 4 + Line 17)                  | \$ <u>149.03</u> /AF     |                            |

### Environmental Benefits

- |                                                                                                                                                                                    |                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 19. Environmental benefit per AF saved<br>(e.g. value of instream flow, improved water quality,<br>avoided environmental mitigation for supply development or wastewater disposal) | \$ <u>160</u> /AF |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|

## BMP 06 High Efficiency Washing Machine Rebate Programs - Other Benefits and Costs Worksheet

Instructions: Fill in all green cells.

### OTHER BENEFITS

#### Avoided Customer Energy Costs

High Efficiency  
Clothes Washer

- |                                                                                                     |                            |
|-----------------------------------------------------------------------------------------------------|----------------------------|
| 1. Percent of residential hot water heated with gas<br>(can get estimate from local utility or CEC) | <u>50</u> %                |
| 2. Percent of residential dryers using gas<br>(can get estimate from local utility or CEC)          | <u>50</u> %                |
| 2. Marginal cost per therm of gas                                                                   | \$ <u>0.80</u> /therm      |
| 3. Marginal cost per KWh of electricity                                                             | \$ <u>0.09</u> /KWh        |
| 5. Customer Energy Benefit                                                                          | \$ <u><u>34.81</u></u> /Yr |

#### Avoided Wastewater Utility Costs (IMPORTANT: do not include those listed in STEP 3 Agency Benefits)

- |                                                                |                                           |
|----------------------------------------------------------------|-------------------------------------------|
| 6. Avoided energy & chemical costs                             | \$ <u>0</u> /AF of conserved water        |
| 7. Avoided wastewater capacity expansion                       | \$ <u>0</u> /AF of conserved water        |
| 8. Total avoided wastewater utility costs<br>(Line 6 + Line 7) | \$ <u><u>-</u></u> /AF of conserved water |

## BMP 06 High Efficiency Washing Machine Rebate Programs - Summary of Costs & Benefits

<b><u>Program Present Value Costs</u></b>	<b><u>Agency Perspective</u></b>	<b><u>Society Perspective</u></b>
1. Total rebates distributed	100	100
2. Total water savings	14.5 AF	14.5 AF
3. Agency program costs	\$31,000	\$31,000
4. Customer program costs	NA	NA
5. Cost share	\$0	NA
6. Net Program Cost	<u>\$31,000</u>	<u>\$31,000</u>
<b><u>Program Present Value Benefits</u></b>		
7. Agency supply & wastewater benefits	\$1,590	\$1,590
8. Environmental benefits	\$1,707	\$1,707
9. Customer program benefits	NA	\$25,617
10. Other utility benefits	NA	\$0
11. Total benefits	<u>\$3,298</u>	<u>\$28,914</u>
<b>12. Net Present Value</b> (Line 11 - Line 6)	<b><u>(\$27,702)</u></b>	<b><u>(\$2,086)</u></b>
13. Benefit-Cost Ratio (Line 11 ÷ Line 6)	0.11	0.93
14. Simple Unit Supply Cost (Line 6 ÷ Line 2)	\$2,138 /AF	\$2,138 /AF
15. Discounted Unit Supply Cost (Line 6 ÷ discounted water savings)	\$2,905 /AF	\$2,905 /AF
<i>This BMP is not cost-effective to implement from the Agency Perspective</i>		
<i>This BMP is not cost-effective to implement from the Society Perspective</i>		

**Attachment A**

**Fair Oaks Water District Facilities Map**

**Attachment B**

**Fair Oaks Water District Rate Structure**

**Attachment C**

**Fair Oaks Water District Sample Bill**

**Attachment D**

**Fair Oaks Water District Water Shortage Contingency Plan**



**Attachment E**

**Fair Oaks Water District Rules and Regulations**

**Attachment F**

**Groundwater Management Plan**

**Attachment G**

**Annual Potable Water Quality Report**

**Attachment H**  
**2008 CUWCC Annual Report**

**Attachment I**

**Board Resolution Adopting Plan**

*To be inserted upon approval from USBR.*

**Attachment J**

**FOWD Response to USBR Comment Letter 1**

**Attachment K**

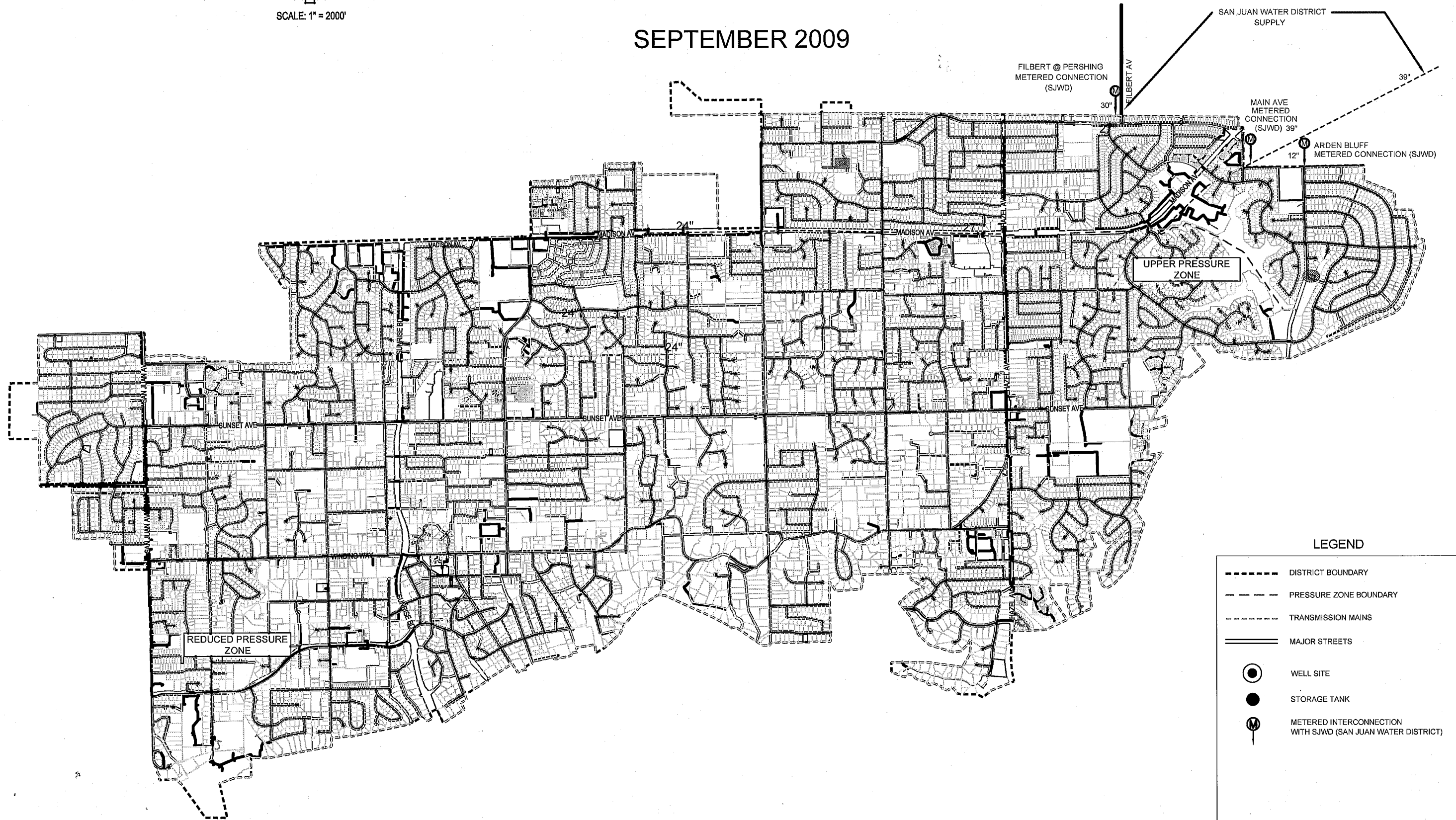
**FOWD Response to USBR Comment Letter 2**



SCALE: 1" = 2000'

# FAIR OAKS WATER DISTRICT DISTRIBUTION SYSTEM SCHEMATIC

SEPTEMBER 2009



## LEGEND

- DISTRICT BOUNDARY
- . - - - PRESSURE ZONE BOUNDARY
- TRANSMISSION MAINS
- == MAJOR STREETS
- WELL SITE
- STORAGE TANK
- M METERED INTERCONNECTION WITH SJWD (SAN JUAN WATER DISTRICT)

REVIEWED BY:	DATE:	DESIGNED BY: <b>T. EDGAR</b>			
REVIEWED BY:	DATE:	DRAWN BY: <b>T. EDGAR</b>			
REVIEWED BY:	DATE:	CHECKED BY: <b>M. NISENBOYM</b>			
	DATE:	10-2008	REV.	DATE	DESCRIPTION
					APP.

FAIR OAKS WATER DISTRICT  
10317 FAIR OAKS BLVD, FAIR OAKS, CA 95628-7187 (916) 967-5723  
DISTRIBUTION SYSTEM SCHEMATIC

MAP PAGE: **1**  
SCALE:  
HORIZONTAL: **1" = 2000'**  
VERTICAL: **1" = 2000'**



SHEET  
**1**  
OF **1** SHEETS  
DRAWING No.  
**N/A**



# Fair Oaks Water District

## Schedule of service rates in 2009 <sup>(1)</sup>

Effective January 1, 2009

User Category	2008 Rate	Rate Adjustment	2009 Rate
Single family, up to .50 acre	\$520.00	\$0.00	\$520.00
Single family, .51 to 1.0 acre base	\$605.00	\$0.00	\$605.00
Additional premium lot fee (over 1.0 acre base, per acre, pro-ratable)	\$438.00	\$0.00	\$438.00
Second dwelling unit	\$399.00	\$0.00	\$399.00
Duplex-one service connection	\$524.00	\$0.00	\$524.00
Duplex-two service connections	\$915.00	\$0.00	\$915.00
Condominiums	\$416.00	\$0.00	\$416.00
Shared meter service customer fee	\$392.00	\$0.00	\$392.00

Common Areas	Service Charge	plus	per acre fee
<i>Up to one acre parcel</i>			
2006 Rate	\$391.00	plus	\$438.00
2007 Rate	\$391.00	plus	\$438.00
2008 Rate	\$391.00	plus	\$438.00
2009 Rate	\$391.00	plus	\$438.00
<i>One to two acre parcel</i>			
2006 Rate	\$716.00	plus	\$438.00
2007 Rate	\$716.00	plus	\$438.00
2008 Rate	\$716.00	plus	\$438.00
2009 Rate	\$716.00	plus	\$438.00
<i>Over two acre parcel</i>			
2006 Rate	\$1,106.00	plus	\$438.00
2007 Rate	\$1,106.00	plus	\$438.00
2008 Rate	\$1,106.00	plus	\$438.00
2009 Rate	\$1,106.00	plus	\$438.00

(1) Customers outside the district's service area will pay 150% of the above rates or as otherwise determined by Fair Oaks Water District.

# Fair Oaks Water District

## Metered Service and Commodity Rates <sup>(1)</sup>

Based upon 2009 Budget

	Actual 2006	Actual 2007	Actual 2008	2009
Uniform Commodity Rate (\$/CCF) <sup>(2)</sup> :	\$0.33	\$0.33	\$0.33	\$0.33
Bi-Monthly Service Charges (every two months.):				
<u>Mtr. Size</u>	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>
1"	65.10	65.10	65.10	65.10
1 1/2"	119.31	119.31	119.31	119.31
2"	184.28	184.28	184.28	184.28
3"	357.56	357.56	357.56	357.56
4"	552.61	552.61	552.61	552.61
5"	876.77	876.77	876.77	876.77
6"	1,093.84	1,093.84	1,093.84	1,093.84
8"	1,744.82	1,744.82	1,744.82	1,744.82
10"	2,718.87	2,718.87	2,718.87	2,718.87

These rates were developed using the same rate setting methodology as outlined in the Hilton Farnkopf & Hobson and The Reed Group, Inc. water rate study, November 12, 1998. Commodity costs reflect the variable cost of water use. Service charges reflect customer costs and capacity costs. The capacity cost portion includes fixed costs of the District. Costs were allocated at 10.7% customer costs, 64.8% capacity costs, 24.5% commodity costs. As the District gathers actual data on consumption and revenue patterns based upon metered billing, the cost allocations will likely be modified to allocate a larger percentage to commodity costs.

(1) Customers outside the district's service area will pay 150% of the above water rates or as otherwise determined by Fair Oaks Water District.

(2) One CCF is equal to 100 cubic feet. 100 cubic feet is equal to 748 gallons. The commodity rate is invoiced based upon CCFs used.



## Fair Oaks Water District

10317 FAIR OAKS BLVD  
FAIR OAKS, CA 95628

(916) 967-5723

custserve@fowd.com

http://www.fowd.com

## Water Statement

### ACCOUNT INFORMATION

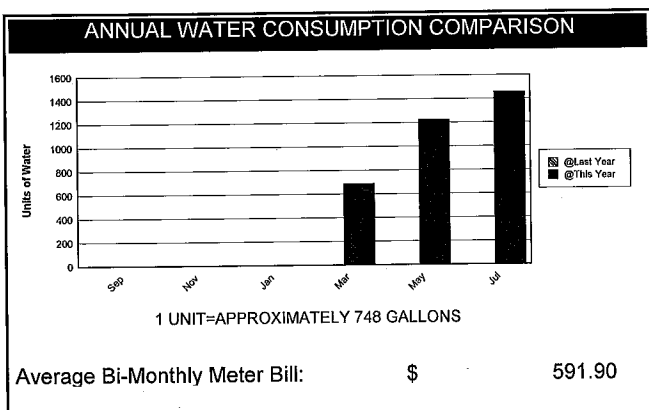
Account Number: 1 - 523570  
Statement #: 230237  
Bill Date: 07/10/2009  
Due Date: 08/09/2009  
Service Address: 7806 MADISON AVE  
Billing Cycle: 05/04/2009 - 07/08/2009

### SPECIAL MESSAGE

To avoid penalties payment must be received at the District office on or before the due date.



SERVICE TYPE	SERVICE DATES	METER NUMBER	CURRENT READ	PREVIOUS READ	UNITS	CHARGE
2" Commercial Meter	05/04/2009 - 07/08/2009	52283147	6291	6105	186	\$ 261.02
2" Commercial Meter	05/04/2009 - 07/08/2009	60395969	11763	10491	1272	\$ 619.40
Current Water Charges						\$ 880.42



### ACCOUNT ACTIVITY

Previous Balance \$ 818.56  
Payments Received - Thank you \$ -70.00  
Payments Received - Thank you \$ -748.56  
Total Water Charges \$ 880.42

**TOTAL DUE \$ 880.42**

10% Late fee will be added to the current water charge if not paid by the due date

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

### Payment Coupon

Please include your Account Number on your check  
Make check payable to Fair Oaks Water District

**\*230237\***

Service Address: 7806 MADISON AVE

**TOTAL DUE AMOUNT ENCLOSED**

\$ 880.42

Account Number: 1-523570  
Statement Number: 230237  
Bill Date: 07/10/2009  
Due Date: 08/09/2009

**Fair Oaks Water District**  
**10317 Fair Oaks Blvd.**  
**Fair Oaks, CA 95628**





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FAIR OAKS, CA 95628



## Water Statement

### ACCOUNT INFORMATION

Account Number: 5686 - 523397  
Statement #: 222833  
Bill Date: 05/28/2009  
Due Date: 06/30/2009  
Service Address: 7627 PINERIDGE LN  
Billing Cycle: 07/01/2009 - 12/31/2009

### SPECIAL MESSAGE

To avoid penalties payment must be received at the District office on or before the due date.

SERVICE TYPE	SERVICE DATES	METER NUMBER	CURRENT READ	PREVIOUS READ	UNITS	CHARGE
Condo. Biannual Rate	07/01/2009 - 12/31/2009				1.000	\$ 208.00
Current Water Charges						\$ 208.00

### ACCOUNT ACTIVITY

Previous Balance	\$	208.00
Payments Received - Thank you	\$	-208.00
Total Water Charges	\$	208.00

TOTAL DUE \$ 208.00

10% Late fee will be added to the current water charge if not paid by the due date

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

### Payment Coupon

Please include your Account Number on your check  
Make check payable to Fair Oaks Water District

\*222833\*

Service Address: 7627 PINERIDGE LN

### TOTAL DUE AMOUNT ENCLOSED

\$ 208.00

Account Number: 5686-523397  
Statement Number: 222833  
Bill Date: 05/28/2009  
Due Date: 06/30/2009

Fair Oaks Water District  
10317 Fair Oaks Blvd.  
Fair Oaks, CA 95628



# FAIR OAKS WATER DISTRICT

**OFFICE LOCATION AND MAILING ADDRESS:** 10317 FAIR OAKS BLVD  
FAIR OAKS, CA 95628

**OFFICE HOURS:** 8:00 AM - 5:00 PM MONDAY THRU FRIDAY  
CLOSED WEEKENDS AND HOLIDAYS  
(DROP BOX AVAILABLE AT FRONT DOOR TO RECEIVE PAYMENTS)

## TELEPHONE

BILLING INFORMATION: (916) 967-5723  
AFTER HOURS EMERGENCY SERVICE: (916) 967-5723  
E-MAIL: [custserve@fowd.com](mailto:custserve@fowd.com)  
WEBSITE: <http://www.fowd.com>

## IMPORTANT, PLEASE READ

**PAYMENT OPTIONS** Payments may be made by mail, in person, or in our drop box (located in the front door of the District Office). Visa and Mastercard payments are accepted by mail, telephone, and in person. An Electronic Funds Transfer Option is available upon completion of an application to the program. For questions regarding any of the above payment options, please contact our customer service department.

**DELINQUENT PENALTIES** Payments received will be applied to the oldest balance. Amounts unpaid at the due date become delinquent and will incur a 10% penalty. At the time of delinquency, the District may initiate procedures to discontinue service until all charges are paid in full. The following charges may be applied to delinquent accounts:

48-hour Notice Field Charge	\$ 19.00
Reconnection Fee	\$ 61.00
Deposit	\$125.00

(Refundable after 12 months continuous timely payments)

**INSUFFICIENT FUNDS** There is a \$25.00 charge for processing returned checks or insufficient electronic funds transfers.

**DISPUTED BILL** If you believe this bill is in error or dispute this bill, please call our customer service office at (916)967-5723 within five days to initiate an account investigation.

Please make corrections and/or comments regarding your account.

NAME \_\_\_\_\_

PHONE NUMBERS: HOME \_\_\_\_\_ WORK \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ ZIP CODE \_\_\_\_\_

COMMENTS \_\_\_\_\_

### FOR CREDIT CARD PAYMENTS:

I authorize you to charge \$ \_\_\_\_\_ to my:

☐☐



## Fair Oaks Water District

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FAIR OAKS, CA 95628

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## Water Statement

### ACCOUNT INFORMATION

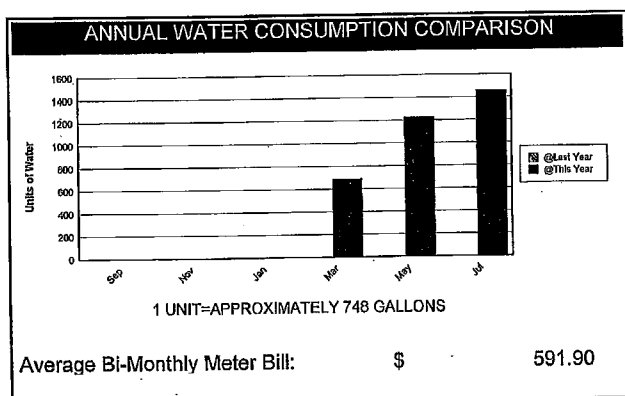
Account Number: 230237  
Statement #: 07/10/2009  
Bill Date: 08/09/2009  
Service Address: [REDACTED]  
Billing Cycle: 05/04/2009 - 07/08/2009

### SPECIAL MESSAGE

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SERVICE TYPE	SERVICE DATES	METER NUMBER	CURRENT READ	PREVIOUS READ	UNITS	CHARGE
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\*230237\*

Service Address: [REDACTED]

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\$ 880.42

Account Number: 230237  
Statement Number: 07/10/2009  
Bill Date: 08/09/2009  
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Fair Oaks Water District  
10317 Fair Oaks Blvd.  
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FAIR OAKS, CA 95628



## Water Statement

### ACCOUNT INFORMATION

Account Number: 222833  
Statement #: 05/28/2009  
Bill Date: 06/30/2009  
Due Date: 06/30/2009  
Service Address: [REDACTED]  
Billing Cycle: 07/01/2009 - 12/31/2009

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## Payment Coupon

Please include your Account Number on your check  
Make check payable to Fair Oaks Water District

\*222833\*

Service Address: [REDACTED]

TOTAL DUE AMOUNT ENCLOSED

\$ 208.00

Account Number: 222833  
Statement Number: 05/28/2009  
Bill Date: 06/30/2009  
Due Date:

Fair Oaks Water District  
10317 Fair Oaks Blvd.  
Fair Oaks, CA 95628



# FAIR OAKS WATER DISTRICT

**OFFICE LOCATION AND MAILING ADDRESS:**

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Please make corrections and/or comments regarding your account.

NAME \_\_\_\_\_

PHONE NUMBERS: HOME \_\_\_\_\_ WORK \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ ZIP CODE \_\_\_\_\_

COMMENTS \_\_\_\_\_

**FOR CREDIT CARD PAYMENTS:**

I authorize you to charge \$ \_\_\_\_\_ to my:

☐☐





<b>Policy Number:</b>	<b>6060</b>
<b>Policy Title:</b>	<b>Water Conservation</b>

---

**MANDATORY REQUIREMENTS: STAGES 1 - 5**

**WATER CONSERVATION STAGE DECLARATION:**

Upon declaration or amendment by the Board of Directors of a specific Stage in effect, the following mandatory water conservation requirements shall be in effect.

The declaration of short-term stage 4 or stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

**STAGE 1 – NORMAL WATER SUPPLY**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.

**STAGE 2 – WATER ALERT**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
  2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
  3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
  4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
- 
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
  6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
  7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
  8. Reduce landscape and pasture irrigation by 5 – 10%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 90 to 95% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
  9. Reduce indoor water use by 5 – 10%. Contact your water provider for tips and techniques to reduce indoor water use.
  10. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

### **STAGE 3 – WATER WARNING**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within two (2) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.

7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 11 – 25%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 75 to 89% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
9. Reduce indoor water use by 11 – 25%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.

11. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

#### **STAGE 4 – WATER CRISIS: SHORT-TERM**

The declaration of Short-Term Stage 4 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 26 – 50%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
9. Reduce indoor water use by 26 – 50%. Contact your water provider for tips and techniques to reduce indoor water use.

10. Restaurants shall serve water only upon request.
  11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
  12. Users of construction meters and fire hydrant meters will be monitored for efficient water use. Use of reclaimed water for construction purposes is encouraged.
  13. Installation of new turf or landscaping is prohibited.
  14. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.
- 

#### **STAGE 4 – WATER CRISIS: LONG-TERM**

The declaration of Long-Term Stage 4 water conservation requirements will be declared by the agency's Board of Directors in a regular or special session. A Long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 26 – 50%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
9. Reduce indoor water use by 26 – 50%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.

11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
  12. Water for flow testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. Use of reclaimed water for construction purposes is encouraged.
  13. Installation of new turf or landscaping is prohibited.
  14. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.
  15. Water Crisis/Emergency tiered pricing will be implemented.
- 

16. No commitments will be made to provide service for new water service connections.

#### **STAGE 5 – WATER EMERGENCY: SHORT-TERM**

The declaration of Short-Term Stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%. Contact your water provider for tips and techniques to reduce indoor water use.
9. Restaurants shall serve water only upon request.
10. Water flow for testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.

11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.
13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

#### **STAGE 5 – WATER EMERGENCY: LONG-TERM**

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The declaration of Long-Term Stage 5 water conservation requirements will be declared by the agency's Board of Directors in a regular or special session. A Long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for commercial and multi-family residential ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%.
9. Restaurants shall serve water only upon request.
10. Water flow for testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.
13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

14. New connections to the District water distribution system will not be allowed.
15. Water Crisis/Emergency tiered pricing will be implemented.
16. No commitments will be made to provide service for new water service connections.

#### ENFORCEMENT

The District shall terminate water service to the property of a customer who receives two violations for noncompliance with conditions set forth herein. ***In addition, as a condition of water service, the District shall require the installation of a water meter, and shall charge the approved metered service and commodity rate for water based on the actual volume of deliveries, as measured by a water meter.***

1. Upon observation by authorized District personnel of a water waste condition, the District shall issue a warning with the first two observations by personal service or by notice left on premises requesting compliance with the District's conservation rules.
2. Upon observation by authorized District personnel of a third water waste condition at the same property address, the customer shall be issued a violation by personal service or by notice left on premise and a copy mailed to customer at the premises. The customer shall be notified, in writing, that if an additional observation of water waste is documented, the District shall issue a 2<sup>nd</sup> violation notice, ***require the installation of a water meter***, and begin termination actions of water service to the subject address. In lieu of service termination, the District may opt to impose a penalty charge for water waste. The District shall indicate in writing said penalty charge, if applicable, ***and shall include the approved metered service and commodity rates*** in the violation notice. If the customer is not the property owner, a copy of the writing shall be mailed to the owner of record.
3. Upon observation by authorized District personnel of a fourth, or subsequent water waste condition at the same property address, the customer shall be issued a violation notice by personal service or by notice left on premises and a copy mailed to the customer at the premises. The owner/customer shall then be notified, in writing by certified mail, that the water service to the subject address shall be terminated in fifteen (15) days. Reconnection to the District's system after said termination procedure shall be subject to a reconnect charge equal to the District's actual incurred costs to date, including penalty fees, or to a minimum charge as follows, whichever is greater:

1st reconnect charge	\$100.00 per service connection
2nd reconnect charge	\$200.00 per service connection
3rd reconnect charge	\$300.00 per service connection
4th reconnect charge	\$400.00 per service connection

***In addition, as a condition of water service, the District shall install a water meter and shall charge the approved metered service and commodity rate for water based on the actual volume of deliveries to the premises.***

4. Subsequent violations shall be treated in the same manner as a 4<sup>th</sup> water waste or 2<sup>nd</sup> violation (subsequent reconnect charges applied).

5. Prior to the scheduled termination, the customer may choose to pay the District's costs associated with the subject action, and any penalty costs in lieu of terminating service. The customer may, in writing, request a meeting with the District's General Manager to discuss the proposed termination of service. Payment of the penalty charge and fees shall avoid said termination and shall be considered a "waiver of appeal".
6. If the customer requests a meeting with the General Manager, and said meeting does not resolve the proposed termination of service to the customer's satisfaction, the customer may request a hearing before the Board of Directors. Such request shall be made in writing and delivered to the District office within five (5) days from the date of the meeting between the customer and the District's General Manager.
7. If such request is made for a hearing before the Board, the matter shall be scheduled at the earliest possible date. A written notice of such hearing shall be mailed to customer at the premises at least ten (10) days prior to the date of such hearing.
8. Reconnection to the District's system after said termination procedure shall be subject to a reconnect charges equal to the District's actual incurred costs to date, including penalty fees, and other related charges. The District must receive payment for said charges before the water service is restored.
9. The California Department of Health Services shall be notified upon termination and reinstatement of service.
10. If the customer is not issued a warning or violation for a period of one year from the date of the last observed conservation rules violation, enforcement actions shall revert to paragraph (1) of this section.





## INDEX OF HISTORY OF POLICIES

Policy #	Title	Adoption & Revision Dates
1000	Adoption/Amendment of Policies	04/14/92; 09/13/94; 08/08/00
1010	Conflict of Interest	12/28/76; 12/08/92; 08/08/00; 12/13/04
1020	Public Relations	10/10/88; 05/12/92; 06/14/94; 08/08/00
1030	Emergency Operations Plan	07/14/92; 08/08/00
1040	Smoking	05/05/88; 04/13/93; 08/08/00
2000	Authority of Board of Directors	05/12/92; 01/17/95; 08/08/00
2010	Rules of Decorum	05/12/92; 06/19/94; 01/17/95; 07/09/96; 08/08/00
2020	Attendance at Meetings	05/12/92; 01/17/95; 08/08/00
2030	Committees	07/14/92; 06/14/94; 01/01/95; 05/14/96; 08/08/00
2040	Compensation	03/09/93; 01/17/95; 05/14/96; 08/08/00; 06/03/04
2050	Duties of Pres & Vice Pres	07/14/92; 06/14/94; 08/08/95; 08/08/00
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2070	Attendance at Educational...	03/10/92; 09/13/94; 01/17/95; 05/14/96; 06/10/97; 08/08/00; 06/03/04
2080	Directors' Benefits	07/26/65; 07/01/66; 01/07/86; 12/12/89; 01/11/94; 09/13/94; 01/17/95; 08/08/00
2090	Bonds for Directors and Officials	11/05/85; 12/08/92; 08/08/00; 07/15/03
2100	Association Memberships	06/15/93; 08/08/00
2110	Ethical Procedures and Prevention...	10/04/04
3000	Board Meetings	04/14/92; 06/14/94; 08/08/00; 01/14/03; 08/12/03, 06/03/04; 07/01/04
3010	Board Meeting Agendas	04/14/92; 06/14/94; 09/13/94; 08/08/00
3020	Presiding Officer	04/14/92
3030	Board Actions and Decisions	04/14/92; 06/14/94
3040	Board Meeting Conduct	04/14/92; 06/14/94; 05/14/96
3050	Recording of Meetings	09/06/83; 04/14/92; 04/11/00
3060	Minutes of Board Meetings	04/14/92
4000	Executive Officer	05/12/92
4010	Personnel Manual	07/14/92
4020	Injury & Illness Prevention	06/14/88; 01/12/93
4030	Job Descriptions	07/12/88; 01/12/93
4040	Post Offer Employment Med....	04/13/93
4050	General Manager Performance.....	08/09/94; 06/03/04
4060	Chain of Command	04/12/95
4070	Employee Compensation	07/19/04
4080	Employee Recognition & Retention	05/08/06
5000	Budget Preparation	05/12/92; 06/03/04; 06/17/04

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5020	Authorization of Expenditures	05/13/86; 01/12/93; 03/09/99; 05/11/99; 02/08/00; 10/16/03; 12/18/03; 06/03/04; 07/10/06
5030	Accounts with Fiscal Agents	01/12/93; 06/09/98; 07/13/99
5040	Fixed Assets Accounting Control	01/12/93; 04/13/09
5050	District Reserve Funds	04/21/88; 01/12/93; 11/14/00; 5/14/07
5060	Check Signing Authority	01/12/93; 07/13/99; 08/08/00; 02/11/03; 04/15/04; 6/13/05; 01/08/07
5070	Investment of District Funds	01/12/93; 04/07/97
5080	Petty Cash	11/10/92; 07/11/00
5090	Credit Card Use	
5100	Remote Network Access, Usage/Reimb.	11/14/05
5110	Procurement Policy	07/10/06
6000	Standard Specifications	02/11/92
6010	Easement Abandonment	05/12/92
6020	Environmental Review Guidelines	05/12/92
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6060	Water Conservation	04/13/93; 07/09/07
6070	Annexations	01/12/93
6080	Processing of Claims	02/04/86; 01/12/93
6090	Competitive Bidding for Purchases	01/12/93; consolidated into Policy 5020 05/11/99
6100	Records Retention & Destruction	01/12/93
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7010	Assessment Master List Copy Fees	10/04/83; 01/12/93
7020	Connection Fees	04/21/88; 03/08/94
7030	Construction Fees	01/12/93
7040	Military Family Relief Program	06/12/06



<b>Policy Number:</b>	<b>1000</b>
<b>Policy Title:</b>	<b>Adoption/Amendment of Policies</b>

1. The Board of Directors shall establish policies for the direction and functioning of the District. Policies are to be used as guidelines for operating and maintaining the District and therefore shall be periodically reviewed and amended to meet changing conditions.

**Procedure:**

- 1.1. Actions by the Board of Directors to adopt a new policy or to amend an existing policy may be initiated by any Director, or by the General Manager and shall require a 3/5 affirmative vote by the Board of Directors. The proposed adoption or amendment is initiated by submitting a draft of the proposed adoption or amendment to the General Manager and requesting the item be included for consideration on the agenda of the next appropriate meeting of the Board of Directors. The proposed adoption or amendment of the policy may, however, be submitted to the appropriate committee for review and consideration prior to being scheduled for action by the Board of Directors.
- 1.2. The Board of Directors shall periodically review series 2000 policies to determine if amendments are necessary. The General Manager shall periodically review all remaining policies to ensure that they are amended to meet changing conditions as needed.



**Policy Number: 1030**

**Policy Title: Emergency Operations Plan**

1. An emergency operations plan to ensure continuity of District operations in the event of disruption, potential disruption, or substandard water quality of the normal water supply shall be implemented and maintained pursuant to State of California Health & Safety Code Section 4029.



**Policy Number: 5020**

**Policy Title: Authorization of Expenditures**

1. Expenditure authority is generally delegated to the General Manager by the Board of Directors through the adopted annual operating budget.
2. All individual unit purchases of the District under \$10,000 require approval by one of the District's senior managers (General Manager, Operations Manager) and should be a necessary cost of running the District. Purchases shall be in general conformance with previously approved operating budgets.
3. District card usage for expenditures is limited to approved District expenditures and subject to Policy # 5020.20.
4. Any commitment of District funds for an individual unit purchase or expense greater than \$10,000 shall be pre-authorized by the General Manager. This pre-authorization shall be documented using a purchase order.
5. Any commitment of District funds for an individual unit purchase or expense greater than \$15,000 and not previously approved in conjunction with the annual operating budget shall first be submitted to the Board of Directors for approval, or shall be in conformance with prior Board action and/or authorizations. Payroll related expenses are exempt from the \$15,000 limit.
6. Expense of \$15,000 to \$25,000 may be authorized by a combination approval from the General Manager and Board President or Vice President.
7. The District shall implement a competitive bidding program which is in the best interests of the FOWD ratepayers. Additionally, the District shall include consultant selection in the competitive bidding program.



<b>Policy Number:</b>	<b>6000</b>
<b>Policy Title:</b>	<b>Standard Specifications</b>

1. In order to provide a uniform and consistent method of regulating and guiding the design and preparation of plans for construction of water facilities; and, of insuring proper installation of all private works involving water facilities, Standard Specifications, including Design Details, shall be maintained by the District.
2. The purpose of the Standard Specifications is to provide standards to be applied to water facilities improvements and private works to be dedicated to the public and accepted by the District for operation and maintenance. This is necessary in order to provide for coordinated development of required facilities to be used by the public.
3. It is recognized that it is not humanly possible to anticipate all situations that may arise or to prescribe standards applicable to every situation. Therefore, any items or situations not included in the Standard Specifications shall be designed and/or constructed in accordance with accepted engineering practice and as required or approved by the General Manager of the District.
4. Where applicable, proposed changes in the Standard Specifications shall conform to the American Water Works Association and other water industry standards. Proposed changes shall be presented to the Board of Directors for their review and consideration. If the proposed change(s) is approved by the Board, staff shall incorporate said change(s) in the originals of said Standard Specifications, and shall annotate the date of said revision approval upon the documents.
5. Copies of the current Standard Specifications shall be available at the District office and shall be available to interested parties upon request and payment as set by the Board of Directors.



<b>Policy Number:</b>	<b>6010</b>
<b>Policy Title:</b>	<b>Easement Abandonment</b>

1. Abandonment by the District of its interest in easements dedicated to the District for installation, maintenance, repair, etc., of facilities, shall require approval of the Board of Directors.
2. Commitments to abandon District easements or assurances that easements will be abandoned may be provided by staff only after approval of same by the Board of Directors.



<b>Policy Number:</b>	<b>6020</b>
<b>Policy Title:</b>	<b>Environmental Review Guidelines</b>

1. The District's procedures for implementing the California Environmental Quality Act (CEQA) shall be the same as the State CEQA Guidelines as specified in Title 14 of the California Administrative Code, and are incorporated herein by reference.
2. Those administrative functions which may be delegated as specified in #15025 of the California Administrative Code, entitled "Delegation of Responsibilities," are hereby delegated by the Board of Directors to the General Manager.





<b>Policy Number:</b>	<b>6030</b>
<b>Policy Title:</b>	<b>Cross Connection &amp; Backflow Prevention</b>

1. The District shall maintain a cross connection and backflow prevention program to protect its public water system.
2. The cross connection and backflow prevention program is contained in a resolution adopted by the Board of Directors in compliance with the State of California Administrative Code Title 17.



<b>Policy Number:</b>	<b>6040</b>
<b>Policy Title:</b>	<b>In Line Booster Pumps</b>

1. In general, permanent in-line booster pumps are not allowed within the Fair Oaks Water District. However, a request for the temporary installation of an in-line booster pump will be considered by the General Manager when system deficiencies warrant.
2. The General Manager may approve temporary installation subject to the following:
  - 2.1. Plans shall be submitted to the District showing the location of the proposed in-line booster pump. An analysis shall also be provided to show that the proposed in-line booster pump is necessary and to determine if a negative impact to the surrounding water system may result.
  - 2.2. If installation of an in-line booster pump is approved by the General Manager, the service lateral shall be upgraded to District standards at owner's expense. In addition, the service shall be provided system protection from potential backflow thru the installation of a privately installed and maintained approved RP backflow assembly.
  - 2.3. Installation of an in-line booster pump shall be allowed only until such time the system deficiencies warranting the in-line booster pump the in-line pump, use will be discontinued immediately and removal of the pump may be required.



<b>Policy Number:</b>	<b>6050</b>
<b>Policy Title:</b>	<b>Metering of Services</b>

1. The district is required to comply with the United States Bureau of Reclamation water contract requirements of having all water services metered by 2005, as dictated by the Central Valley Project Improvement Act. Accordingly, the Fair Oaks Water District has made a good faith commitment to meet said mandate as a condition of receiving continued and future Federal surface water supplies.
2. In accordance with Federal and State laws and building codes:
  - 2.1. All new connections or reconnections to the District's system shall be metered in accordance with District Specifications. This applies to customer accounts disconnected for non-payment of water service fees and for continued or repeated occurrences of water waste.
  - 2.2. Complete meter installations shall be installed, on all new developments or property improvement related service connections, at the developer's or property owner's expense, per District Specifications.
  - 2.3. Complete meter installations and service upgrades, as needed, shall be installed on all existing customer services at the expense of the District, per District Specifications.



<b>Policy Number:</b>	<b>6060</b>
<b>Policy Title:</b>	<b>Water Conservation</b>

MANDATORY REQUIREMENTS: STAGES 1 - 5

**WATER CONSERVATION STAGE DECLARATION:**

Upon declaration or amendment by the Board of Directors of a specific Stage in effect, the following mandatory water conservation requirements shall be in effect.

The declaration of short-term stage 4 or stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

**STAGE 1 – NORMAL WATER SUPPLY**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.

**STAGE 2 – WATER ALERT**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 5 – 10%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 90 to 95% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
9. Reduce indoor water use by 5 – 10%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

### **STAGE 3 – WATER WARNING**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within two (2) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.

7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 11 – 25%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 75 to 89% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
9. Reduce indoor water use by 11 – 25%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.
11. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

#### **STAGE 4 – WATER CRISIS: SHORT-TERM**

The declaration of Short-Term Stage 4 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 26 – 50%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
9. Reduce indoor water use by 26 – 50%. Contact your water provider for tips and techniques to reduce indoor water use.

10. Restaurants shall serve water only upon request.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Users of construction meters and fire hydrant meters will be monitored for efficient water use. Use of reclaimed water for construction purposes is encouraged.
13. Installation of new turf or landscaping is prohibited.
14. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

#### **STAGE 4 – WATER CRISIS: LONG-TERM**

The declaration of Long-Term Stage 4 water conservation requirements will be declared by the agency's Board of Directors in a regular or special session. A Long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 26 – 50%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
9. Reduce indoor water use by 26 – 50%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.

11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Water for flow testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. Use of reclaimed water for construction purposes is encouraged.
13. Installation of new turf or landscaping is prohibited.
14. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.
15. Water Crisis/Emergency tiered pricing will be implemented.
16. No commitments will be made to provide service for new water service connections.

#### **STAGE 5 – WATER EMERGENCY: SHORT-TERM**

The declaration of Short-Term Stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%. Contact your water provider for tips and techniques to reduce indoor water use.
9. Restaurants shall serve water only upon request.
10. Water flow for testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.



11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.
13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

#### **STAGE 5 – WATER EMERGENCY: LONG-TERM**

The declaration of Long-Term Stage 5 water conservation requirements will be declared by the agency's Board of Directors in a regular or special session. A Long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for commercial and multi-family residential ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%.
9. Restaurants shall serve water only upon request.
10. Water flow for testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.
13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

14. New connections to the District water distribution system will not be allowed.
15. Water Crisis/Emergency tiered pricing will be implemented.
16. No commitments will be made to provide service for new water service connections.

## ENFORCEMENT

The District shall terminate water service to the property of a customer who receives two violations for noncompliance with conditions set forth herein. ***In addition, as a condition of water service, the District shall require the installation of a water meter, and shall charge the approved metered service and commodity rate for water based on the actual volume of deliveries, as measured by a water meter.***

1. Upon observation by authorized District personnel of a water waste condition, the District shall issue a warning with the first two observations by personal service or by notice left on premises requesting compliance with the District's conservation rules.
2. Upon observation by authorized District personnel of a third water waste condition at the same property address, the customer shall be issued a violation by personal service or by notice left on premise and a copy mailed to customer at the premises. The customer shall be notified, in writing, that if an additional observation of water waste is documented, the District shall issue a 2<sup>nd</sup> violation notice, ***require the installation of a water meter***, and begin termination actions of water service to the subject address. In lieu of service termination, the District may opt to impose a penalty charge for water waste. The District shall indicate in writing said penalty charge, if applicable, ***and shall include the approved metered service and commodity rates*** in the violation notice. If the customer is not the property owner, a copy of the writing shall be mailed to the owner of record.
3. Upon observation by authorized District personnel of a fourth, or subsequent water waste condition at the same property address, the customer shall be issued a violation notice by personal service or by notice left on premises and a copy mailed to the customer at the premises. The owner/customer shall then be notified, in writing by certified mail, that the water service to the subject address shall be terminated in fifteen (15) days. Reconnection to the District's system after said termination procedure shall be subject to a reconnect charge equal to the District's actual incurred costs to date, including penalty fees, or to a minimum charge as follows, whichever is greater:

1st reconnect charge	\$100.00 per service connection
2nd reconnect charge	\$200.00 per service connection
3rd reconnect charge	\$300.00 per service connection
4th reconnect charge	\$400.00 per service connection

***In addition, as a condition of water service, the District shall install a water meter and shall charge the approved metered service and commodity rate for water based on the actual volume of deliveries to the premises.***

4. Subsequent violations shall be treated in the same manner as a 4<sup>th</sup> water waste or 2<sup>nd</sup> violation (subsequent reconnect charges applied).

5. Prior to the scheduled termination, the customer may choose to pay the District's costs associated with the subject action, and any penalty costs in lieu of terminating service. The customer may, in writing, request a meeting with the District's General Manager to discuss the proposed termination of service. Payment of the penalty charge and fees shall avoid said termination and shall be considered a "waiver of appeal".
6. If the customer requests a meeting with the General Manager, and said meeting does not resolve the proposed termination of service to the customer's satisfaction, the customer may request a hearing before the Board of Directors. Such request shall be made in writing and delivered to the District office within five (5) days from the date of the meeting between the customer and the District's General Manager.
7. If such request is made for a hearing before the Board, the matter shall be scheduled at the earliest possible date. A written notice of such hearing shall be mailed to customer at the premises at least ten (10) days prior to the date of such hearing.
8. Reconnection to the District's system after said termination procedure shall be subject to a reconnect charges equal to the District's actual incurred costs to date, including penalty fees, and other related charges. The District must receive payment for said charges before the water service is restored.
9. The California Department of Health Services shall be notified upon termination and reinstatement of service.
10. If the customer is not issued a warning or violation for a period of one year from the date of the last observed conservation rules violation, enforcement actions shall revert to paragraph (1) of this section.



<b>Policy Number:</b>	<b>6070</b>
<b>Policy Title:</b>	<b>Annexations</b>

1. Property must be annexed to the District prior to receiving water service.
2. An owner or owners desiring to annex land to the District shall file a petition directly to Local Agency Formation Commission (LAFCO) for such annexation. Approval by LAFCO of any annexation proposal is required before the District can approve the annexation and provide water service.
3. If LAFCO accepts the annexation proposal it will adopt a resolution and forward same to the District. After confirmation of LAFCO acceptance, the District's Board of Directors, at a regularly scheduled meeting, will consider approval of the proposed annexation. Approval by the Board of the proposed annexation shall be formalized by the adoption of a resolution.
4. After adoption of resolution of approval by the Board of Directors, and after receipt of annexation fees required by the District, the approved resolution shall be sent to LAFCO for filing and recording.
5. An owner of property desiring to obtain water service without being annexed to the District may present a written request to the Board of Directors for a waiver or modification of Policy #6070. The grant or denial of such waiver or modification shall be determined solely by the Board of Directors. Any such waiver or modification shall be effective only upon such Board approval which shall set forth the terms and conditions thereof. Each waiver or modification shall be limited to the person and property involved in the application.



<b>Policy Number:</b>	<b>6080</b>
<b>Policy Title:</b>	<b>Processing of Claims</b>

1. All claims against the District shall be brought to the attention of the Board of Directors.
2. Claims shall be handled on a case by case basis guided by ACWA/Joint Powers Insurance Authority policies and procedures in conformance with the California Government Codes.
3. Auto and general liability claims \$5,000 and above will automatically be sent to ACWA/Joint Powers Insurance Authority for handling.
4. Auto and general liability claims under \$5,000 will be settled on a case by case basis. Those claims where it is clear the District is at fault will be settled by the General Manager with a report of such action being made at the next regular Board meeting. Those claims where the District's liability is unclear will be sent to ACWA/Joint Powers Insurance Authority by the General Manager. Claims shall be submitted to the Board of Directors for action where it is clear the District is not liable.
5. All personal injury claims will immediately be transmitted to ACWA/Joint Powers Insurance Authority for handling.



<b>Policy Number:</b>	<b>6090</b>
<b>Policy Title:</b>	<b>Competitive Bidding for Purchases</b>

1. Policy 6090 was consolidated into Policy 5020 on May 11, 1999



<b>Policy Number:</b>	<b>6100</b>
<b>Policy Title:</b>	<b>Records Retention &amp; Destruction</b>

1. A records retention and destruction manual shall be developed and maintained to direct staff on procedures for retaining and destroying District records. This manual shall be written in compliance with California Government Codes and approved by resolution of the Board of Directors.



<b>Policy Number:</b> 6120
<b>Policy Title:</b> Waste Recycling

## 1. What to recycle

1.1. Fair Oaks Water District will attempt to recycle materials in accordance with the Sacramento County Business Recycling Ordinance Number 17.

### 1.1.1. Paper

1.1.1.1. All clean and dry paper, whole or shredded, including:

1.1.1.1.1. Newspaper

1.1.1.1.2. Cardboard

1.1.1.1.3. Magazines

1.1.1.1.4. Catalogs

1.1.1.1.5. Phone books

1.1.1.1.6. Computer paper

1.1.1.1.7. Junk mail

### 1.1.2. Plastics

1.1.2.1. All clean and empty plastic food and beverage containers.

### 1.1.3. Aluminum cans

1.1.3.1. All empty aluminum cans.

### 1.1.4. Scrap Metal

### 1.1.5. Wood Pallets

## 2. Recycling requirements

2.1.1. Keep recyclable materials separate from the garbage.

2.1.2. Subscribe to a recycling service that collects recyclable materials.

Date Adopted: November 13, 2007
---------------------------------



- 2.1.3. Enter into a written service agreement with a franchised hauler of recyclable materials and/or complete and retain a self-hauling form on-site when self-hauling recyclable materials.
- 2.1.4. Place recycling containers in employee maintenance or work areas where recyclable materials may be collected and/or stored.
- 2.1.5. Prominently post signs in work areas where recyclable materials are collected and/or stored instructing employees about what and how to recycle.
- 2.1.6. In customer service areas, prominently place labeled containers and post notices near garbage bins to collect recyclable materials from customers.
- 2.1.7. Provide written instructions notifying employees about what and how to recycle.
- 2.1.8. Ensure that recyclable materials generated on-site will be taken to a recycling facility and not a landfill for proper disposal

### 3. Revenues

- 3.1. Revenues generated will go to the general fund.



<b>Policy Number:</b>	<b>7020</b>
<b>Policy Title:</b>	<b>Connection Fees</b>

1. Connection fees are an acceptable method of funding costs for District Capital Improvement Programs. These fees will reflect the total cost of the improvement associated with increased service capacity divided by the additional dwelling units which will be served.
2. The connection fee shall be approved by the Board of Directors.



<b>Policy Number:</b>	<b>7030</b>
<b>Policy Title:</b>	<b>Construction Fees</b>

1. Owners/developers of construction projects shall pay construction fees for all services provided by the District.
2. Services covered by construction fees include, but are not necessarily limited to the following: plan checking; meter installation; construction inspection & supervision; notifications and shutdowns; construction water.
3. Construction fees shall be paid to the District prior to plan approval.
4. Construction fees shall be developed based on costs of services. Fees shall be reviewed on an annual basis and adjusted as necessary by the Board of Directors in compliance with the California Government Codes.
5. Construction fees shall be paid in addition to other applicable fees and charges of the District for water service such as, but not limited to, annexation fees, connection fees, tap fees.

# **Sacramento Groundwater Authority Groundwater Management Plan**



**SGA**

**December 2003**

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**GROUNDWATER MANAGEMENT PLAN**

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2008 Consumer Confidence Report

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San Juan Family of Water Agencies  
P.O. Box 2157  
Granite Bay, CA 95746

*Este informe contiene información  
muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo  
entienda bien.*

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Once again, your drinking  
water continues to meet  
all state and federal  
drinking water standards.



**CONTACT US** If you have any questions about this report or your water supply, please contact your local water provider. Each of the member agencies holds monthly board meetings that are open to the public as indicated below.



San Juan Water District	Citrus Heights Water District	Fair Oaks Water District	Orange Vale Water Company
<b>Contact Person:</b> Bill Sadler (916) 791-1715 bsadler@sjwd.org www.sjwd.org	<b>Contact Person:</b> Brian Hensley (916) 725-6873 bhensley@chwd.org www.chwd.org	<b>Contact Person:</b> Michael Nisenboym, P.E. (916) 967-5002 x113 mnisenboym@fowd.com www.fowd.com	<b>Contact Person:</b> John Wingerter (916) 988-1693 jwingerter@orangevalewater.com
<b>Board Meetings:</b> 2nd Wednesday each month 7 p.m. 9935 Auburn-Folsom Road Granite Bay	<b>Board Meetings:</b> 2nd Tuesday each month 6:30 p.m. 6230 Sylvan Road Citrus Heights	<b>Board Meetings:</b> 2nd Monday each month 6:30 p.m. 10317 Fair Oaks Boulevard Fair Oaks	<b>Board Meetings:</b> 1st Tuesday each month 6 p.m. 9031 Central Avenue Orangevale

See how water flows from Mother Nature to you at [www.sjwd.org](http://www.sjwd.org)



2008Consumer Confidence Report

Published by the San Juan Family of Water Agencies  
San Juan Water District • Citrus Heights Water District • Fair Oaks Water District • Orange Vale Water Company

The United States Environmental Protection Agency (USEPA) and the State Department of Public Health (Department) have established strict quality standards for drinking water. These standards are designed to protect consumers from waterborne disease organisms and harmful chemicals. Each year, USEPA requires public water systems to provide their consumers with a report containing information about drinking water quality and compliance with the standards. This Consumer Confidence Report (CCR) summarizes the most recent testing of your drinking water and includes a comparison of detectable constituents in your drinking water to those standards. This year’s CCR concludes, once again, that your drinking water meets all federal and state drinking water standards. The San Juan Family of Water Agencies (Agencies) is committed to ensuring the delivery of a reliable, high-quality water supply at a reasonable cost to all consumers. The Agencies consist of four water providers: San Juan Water District, Citrus Heights Water District, Fair Oaks Water District, and Orange Vale Water Company. Together they serve northeastern Sacramento County and portions of south Placer County, including Granite Bay.

WHAT’S IN YOUR WATER?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

- Contaminants that may be present in source water include:
- Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
  - Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
  - Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Department of Public Health (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA’s Safe Drinking Water Hotline (1-800-426-4791).

WHERE DOES YOUR WATER COME FROM?

Water from the Agencies comes from two sources: treated surface water and groundwater. San Juan Water District diverts and treats surface water from Folsom Lake. This treated water is then distributed to the Agencies. Orange Vale Water Company and San Juan Water District receive 100 percent of their supply from treated surface water. If you are a consumer of Citrus Heights or Fair Oaks water districts, your water is a mixture of treated surface water from San Juan Water District and groundwater from local wells.

- SJWD** – 100% surface water
- OVWC** – 100% surface water
- CHWD** – 98% surface water, 2% groundwater
- FOWD** – 82.6% surface water, 17.4% groundwater

Source water assessments have been conducted for all the water sources to enable the Agencies to understand the activities that have the greatest potential for contaminating the drinking water supplies. The groundwater sources were assessed in 2002 and the surface water source was evaluated in 2001. A new well for Citrus Heights Water District was assessed in 2008. These assessments were conducted in accordance with Department guidelines and

copies of the complete assessments are available for review at the respective agency offices.

San Juan Water District conducted the evaluation of the Folsom Lake source. It was found to be most vulnerable to potential contamination from the Folsom Lake State Recreation Area facilities, high-density housing and associated activities such as sewer and septic systems and fertilizer, pesticide and herbicide application, as well as illegal activities and dumping. The source water is treated using conventional filtration and disinfection that is designed to remove many contaminants. Again this year, your water meets all federal and state drinking water standards.

Citrus Heights and Fair Oaks water districts conducted assessments of their local groundwater wells. It was found that all the wells are vulnerable to commercial urban activities, such as active and historic gas stations, dry cleaners, leaking underground storage tanks, and sewer collection systems, none of which are associated with any detected contaminants.

Although Orange Vale Water Company does not currently utilize available local groundwater, assessments found that wells within their service area would be most vulnerable to rural grazing activities.



## HOW TO READ THE CCR

Find your water supplier along the top of the chart. You will need to look at both San Juan surface water and the groundwater supplies if you receive water from Citrus Heights or Fair Oaks water districts. If you don't know who your water supplier is, we would be happy to help you. Please call San Juan Water District at 791-0115. You can then compare the levels of your water supply to the federal and state standards.

### KEY TO ABBREVIATIONS

PPB	parts per billion or micrograms per liter (µg/L)
PPM	parts per million or milligrams per liter (mg/L)
MFL	million fibers per liter (>10µm long)
NTU	nephelometric turbidity units
µS/CM	microsiemens per centimeter
pCi/L	picocuries per liter
ND	not detected
NR	not required
N/A	not applicable
TOC	total organic carbon

<b>Maximum Contaminant Level (MCL)</b> — The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.	<b>Public Health Goal (PHG)</b> — The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.	<b>Maximum Contaminant Level Goal (MCLG)</b> — The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.	<b>Maximum Residual Disinfectant Level (MRDL)</b> — The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.	<b>Maximum Residual Disinfectant Level Goal (MRDLG)</b> — The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.
<b>Primary Drinking Water Standard (PDWS)</b> — MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.	<b>Treatment Technique (TT)</b> — A required process intended to reduce the level of a contaminant in drinking water.	<b>Regulatory Action Level (AL)</b> — The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.	<b>Notification Level (NL)</b> — Health-based advisory level set by the Department for constituents with no MCL. This is not an enforceable standard, although requirements and recommendations may apply if detected above this level.	

### IMPORTANT INFORMATION ABOUT RADON

Radon is a radioactive gas that you can't see, taste or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will, in most cases, be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call the California Radon Program (1-800-745-7236) or call EPA's Radon Hotline at (1-800-SOS-RADON).

### A NOTE FOR SENSITIVE POPULATIONS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

## SAN JUAN FAMILY OF WATER AGENCIES

### 2008 TABLE OF DETECTED CONSTITUENTS

DETECTED PRIMARY DRINKING WATER CONSTITUENTS regulated to protect your health													
CONSTITUENT	UNITS	PHG or (MCLG) or (MRDLG)	MCL or (MRDL)	San Juan Surface Water Including Orange Vale Water Company (a)			Citrus Heights Groundwater			Fair Oaks Groundwater			MAJOR SOURCES
				RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	
Arsenic	PPB	0.004	10	ND	ND	2006	ND-3.3	ND	2008	2.2-3.1	2.7	2006	Erosion of natural deposits
Barium	PPM	2	1	ND	ND	2006	ND-0.1	ND	2008	ND	ND	2006	Erosion of natural deposits
Fluoride	PPM	1	2.0	ND	ND	2006	0.15-0.26	0.18	2008	ND	ND	2006	Erosion of natural deposits
Nitrate (as nitrate)	PPM	45	45	ND	ND	2008	5 - 16	8.9	2008	ND-3.6	ND	2008	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Asbestos	MFL	7	7	ND - 0.2	ND	2006	ND	ND	2008	ND	ND	2001, 2008	Erosion of natural deposits
Chlorine Residual - distribution system	PPM	[4]	[4]	0.12-1.1 (0.65-1.05)	0.67 (0.85)	2008	0.19-1.2	0.69	2008	0.13-0.99	0.57	2008	Drinking water disinfectant added for treatment
Total Trihalomethanes - distribution system	PPB	NONE	80	8-50 (13-34)	35 (24.8)	2008	5-47	29.8	2008	5.8-52	20.8	2008	By-product of drinking water chlorination
Haloacetic Acids - distribution system	PPB	NONE	60	8-27 (12-25)	19.5 (17.4)	2008	2-31	14.5	2008	2.5-32	12.1	2008	By-product of drinking water chlorination
Control of Disinfection By-Product Precursors (TOC) (raw water) (b)	PPM	NONE	TT = 2	1.3-1.8	1.4	2008	NR	N/A	N/A	NR	N/A	N/A	Various natural and manmade sources
CONSTITUENT	UNITS	PHG OR (MCLG)	MCL	LEVEL FOUND		YEAR SAMPLED	LEVEL FOUND		YEAR SAMPLED	LEVEL FOUND		YEAR SAMPLED	MAJOR SOURCES
Turbidity (b)	NTU	NONE	TT = 1 NTU	0.039		2008	NR		N/A	NR		N/A	Soil runoff
	% Samples	NONE	TT = ≤0.3 NTU	99.999		2008	NR		N/A	NR		N/A	
CONSTITUENT	UNITS	PHG OR (MCLG)	AL	90th Percentile	# Sites Sampled/ #Sites Exceed AL	YEAR SAMPLED	90th Percentile	# Sites Sampled/ #Sites Exceed AL	YEAR SAMPLED	90th Percentile	# Sites Sampled/ #Sites Exceed AL	YEAR SAMPLED	MAJOR SOURCES
Copper	PPM	0.3	1.3	ND (0.061)	30/0 (30/0)	2006 (2008)	ND	30/0	2006	ND	30/0	2007	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

DETECTED SECONDARY DRINKING WATER CONSTITUENTS regulated for aesthetic qualities													
CONSTITUENT	UNITS	PHG or (MCLG)	MCL	San Juan Surface Water Including Orange Vale Water Company			Citrus Heights Groundwater			Fair Oaks Groundwater			MAJOR SOURCES
				RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	
Color	UNITS	NONE	15	ND	ND	2006	ND-15	3.8	2008	ND	ND	2006	Naturally-occurring organic materials
Odor	UNITS	NONE	3	ND-2	1	2006	ND-1	ND	2008	ND	ND	2006	Naturally-occurring organic materials
Manganese	PPB	NONE	50	ND	ND	2006	ND-30	ND	2008	ND	ND	2006	Leaching from natural deposits
Chloride	PPM	NONE	500	ND-2.9	1.6	2006	14-19	15.8	2008	2.6-23	6.7	2006	Runoff/leaching from natural deposits
Specific Conductance	µS/CM	NONE	1,600	39.4-85	60.3	2006	260-380	302.5	2008	120-550	240	2006, 2008	Substances that form ions when in water
Sulfate	PPM	NONE	500	ND-6.6	3	2006	6.2-11	8.8	2008	4-28	11.2	2006	Runoff/leaching from natural deposits
Turbidity	NTU	NONE	5	0.018-0.039	0.025	2008	0.32-3.8	1.3	2008	0.6	0.6	2006	Soil runoff
Total Dissolved Solids	PPM	NONE	1,000	26-54	40.8	2006	190-280	227.5	2008	96-400	184	2006	Runoff/leaching from natural deposits

DETECTED UNREGULATED DRINKING WATER CONSTITUENTS (c)													
CONSTITUENT	UNITS	PHG or (MCLG)	NL	San Juan Surface Water Including Orange Vale Water Company			Citrus Heights Groundwater			Fair Oaks Groundwater			MAJOR SOURCES
				RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	
Hardness	PPM	NONE	NONE	16-34	23.6	2006	90-160	116.5	2008	44-210	93	2006, 2008	Hardness is the sum of polyvalent cations present in the water, generally naturally occurring magnesium and calcium.
Sodium	PPM	NONE	NONE	1.8-2.7	2.2	2006	13-24	18.3	2008	5.4-32	11.9	2006, 2008	Naturally occurring salt in the water
Calcium	PPM	NONE	NONE	4.2-10	6.8	2006	22-35	26.3	2008	11-43	19.6	2006, 2008	Erosion of natural deposits
Magnesium	PPM	NONE	NONE	1.3-2.2	1.6	2006	8.4-14	12.4	2008	4-25	9.3	2006, 2008	Erosion of natural deposits
Boron	PPB	NONE	1,000	ND	ND	2002	ND-110	ND	2004	ND	ND	2003	Erosion of natural deposits
Hexavalent Chromium	PPB	NONE	NONE	ND	ND	2006	ND-2	1.1	2006	ND	ND	2003	Erosion of natural deposits
Vanadium	PPB	NONE	50	ND	ND	2006	6.3-10	7.9	2004	ND	ND	2003	Erosion of natural deposits
Radon 222	pCi/L	NONE	NONE	ND	ND	2006	165	165	2008	114-333	215	2005	Erosion of natural deposits

(a)--Data for OVWC Distribution System is shown in parenthesis

(b)--Only surface water sources must comply with PDWS for Control of Disinfection By-Product Precursors and turbidity.

(c)--Unregulated contaminant monitoring helps determine where certain contaminants occur and whether they need to be regulated.

The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

**Water Supply & Reuse**

Reporting Unit: Year:  
**Fair Oaks Water District** **2008**

**Water Supply Source Information**

Supply Source Name	Quantity (AF) Supplied	Supply Type
San Juan Water District	10534	Local Watershed
Fair Oaks Water District	2225	Groundwater

**Total AF: 12759**

**Accounts & Water Use**

Reporting Unit Name: Submitted to CUWCC Year:  
**Fair Oaks Water District** **04/08/2009** **2008**

**A. Service Area Population Information:**

1. Total service area population 40000

**B. Number of Accounts and Water Deliveries (AF)**

Type	Metered		Unmetered	
	No. of Accounts	Water Deliveries (AF)	No. of Accounts	Water Deliveries (AF)
1. Single-Family	10343	81	3321	9472
2. Multi-Family	267	553	0	0
3. Commercial	417	1100	0	0
4. Industrial	0	0	0	0
5. Institutional	28	222	0	0
6. Dedicated Irrigation	98	172	0	0
7. Recycled Water	0	0	0	0
8. Other	0	0	0	0
9. Unaccounted	NA	0	NA	1159
<b>Total</b>	<b>11153</b>	<b>2128</b>	<b>3321</b>	<b>10631</b>

**Metered**

**Unmetered**

**BMP 01: Water Survey Programs for Single-Family and Multi-Family Residential Customers**

Reporting Unit: BMP Form Status: Year:  
**Fair Oaks Water District** **100% Complete** **2008**

**A. Implementation**

1. Based on your signed MOU date, 05/11/1998, your Agency STRATEGY DUE DATE is:	05/10/2000
2. Has your agency developed and implemented a targeting/ marketing strategy for SINGLE-FAMILY residential water use surveys?	yes
a. If YES, when was it implemented?	11/01/1989
3. Has your agency developed and implemented a targeting/ marketing strategy for MULTI-FAMILY residential water use surveys?	yes
a. If YES, when was it implemented?	11/01/1989

**B. Water Survey Data**

Survey Counts:	Single Family Accounts	Multi-Family Units
1. Number of surveys offered:	13664	267
2. Number of surveys completed:	3	0

**Indoor Survey:**

3. Check for leaks, including toilets, faucets and meter checks	yes	yes
4. Check showerhead flow rates, aerator flow rates, and offer to replace or recommend replacement, if necessary	yes	yes
5. Check toilet flow rates and offer to install or recommend installation of displacement device or direct customer to ULFT replacement program, as necessary; replace leaking toilet flapper, as necessary	yes	yes

**Outdoor Survey:**

6. Check irrigation system and timers	yes	yes
7. Review or develop customer irrigation schedule	yes	yes
8. Measure landscaped area (Recommended but not required for surveys)	no	no
9. Measure total irrigable area (Recommended but not required for surveys)	no	no
10. Which measurement method is		None

typically used (Recommended but not required for surveys)

11. Were customers provided with information packets that included evaluation results and water savings recommendations? yes yes

12. Have the number of surveys offered and completed, survey results, and survey costs been tracked? yes yes

a. If yes, in what form are surveys tracked? database

b. Describe how your agency tracks this information. Information is entered into a database. Each water survey is categorized and actions are documented and counted for BMP update.

### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

No Comments

### BMP 02: Residential Plumbing Retrofit

Reporting Unit: Fair Oaks Water District BMP Form Status: 100% Complete Year: 2008

#### A. Implementation

1. Is there an enforceable ordinance in effect in your service area requiring replacement of high-flow showerheads and other water use fixtures with their low-flow counterparts? no

a. If YES, list local jurisdictions in your service area and code or ordinance in each: N/A

2. Has your agency satisfied the 75% saturation requirement for single-family housing units? no

3. Estimated percent of single-family households with low-flow showerheads: 36%

4. Has your agency satisfied the 75% saturation requirement for multi-family housing units? no

5. Estimated percent of multi-family households with low-flow showerheads: 73%

6. If YES to 2 OR 4 above, please describe how saturation was determined, including the dates and results of any survey research.

N/A

### B. Low-Flow Device Distribution Information

1. Has your agency developed a targeting/ marketing strategy for distributing low-flow devices? yes

a. If YES, when did your agency begin implementing this strategy? 01/31/1992

b. Describe your targeting/ marketing strategy. The District utilizes several resources and venues to notify customers of water efficiency opportunities offered by the District through internal audits. The District newsletter and web site posts this information. There are notes on customer bills and bill stuffers used in the billing process that reach all District customers. Brochures are offered at events not limited to Home & Garden / Landscape venues, Harvest Festival, Halloween in the park, Folsom Dam Celebration and Fiesta Days. The District also participates in the Regional Water Authority's (Regional Water Efficiency Program Advisory Committee; RWEFAC). The District also includes the audits as an integral part of its metering program. The District notifies all customers participating in the meter retrofit program of internal audit opportunities. The District targets all ownership changes as internal audit candidates. Welcome packets are sent out to all new owners in the Fair Oaks Water district.

Low-Flow Devices Distributed/ Installed	SF Accounts	MF Units
2. Number of low-flow showerheads distributed:	251	0
3. Number of toilet-displacement devices distributed:	251	0
4. Number of toilet flappers	0	0

distributed:

5. Number of faucet aerators distributed: 251 0

6. Does your agency track the distribution and cost of low-flow devices? no

a. If YES, in what format are low-flow devices tracked?

b. If yes, describe your tracking and distribution system :  
N/A

#### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

#### D. Comments

No comments

#### BMP 03: System Water Audits, Leak Detection and Repair

Reporting Unit: Fair Oaks Water District

BMP Form Status: 100% Complete

Year: 2008

#### A. Implementation

1. Does your agency own or operate a water distribution system? yes

2. Has your agency completed a pre-screening system audit for this reporting year? yes

3. If YES, enter the values (AF/Year) used to calculate verifiable use as a percent of total production:

a. Determine metered sales (AF) 2128

b. Determine other system verifiable uses (AF) 9472

c. Determine total supply into the system (AF) 12759

d. Using the numbers above, if (Metered Sales + Other Verifiable Uses) / Total Supply is < 0.9 then a full-scale system audit is required. 0.91

4. Does your agency keep necessary data on file to verify the values entered in question 3? no

5. Did your agency complete a full-scale audit during this report year? no

6. Does your agency maintain in-house records of audit results or completed AWWA M36 audit worksheets for the completed audit which could be forwarded to CUWCC? no

7. Does your agency operate a system leak detection program? no

a. If yes, describe the leak detection program:  
N/A

#### B. Survey Data

1. Total number of miles of distribution system line. 183

2. Number of miles of distribution system line surveyed. 0

1. Is your agency implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

#### D. Comments

The District is not fully metered at this point in time. The District is aggressively replacing currently known and newly identified steel piping that is in service within the Districts boundaries and or investigating alternate methods to retrofit steel transmission lines. The District boundary soil conditions and the water main depths are such that leaks in the water distribution system surface and are repaired/replaced immediately. The Districts master plan has been updated to

identify all steel piping and questionable piping that has had a history of seepage problems. All known steel water mains are identified and are on the list for replacement. High maintenance or known problematic water mains are also identified and are on the list for replacement.

Voluntary Questions (Not used to

E. Volumes

Estimated Verified

- 1. Volume of raw water supplied to the system:
- 2. Volume treated water supplied into the system:
- 3. Volume of water exported from the system:
- 4. Volume of billed authorized metered consumption:
- 5. Volume of billed authorized unmetered consumption:
- 6. Volume of unbilled authorized metered consumption:
- 7. Volume of unbilled authorized unmetered consumption:

F. Infrastructure and

- 1. System input (source or master meter) volumes metered at the entry to the:

- 2. How frequently are they tested and calibrated?
- 3. Length of mains:
- 4. What % of distribution mains are rigid pipes (metal, ac, concrete)?
- 5. Number of service connections:
- 6. What % of service connections are rigid pipes (metal)?
- 7. Are residential properties fully metered?
- 8. Are non-residential properties fully metered?
- 9. Provide an estimate of customer meter under-registration:
- 10. Average length of customer service line from the main to the point of the meter:
- 11. Average system pressure:
- 12. Range of system pressures: From to
- 13. What percentage of the system is fed from gravity feed?
- 14. What percentage of the system is fed by pumping and re-pumping?

G. Maintenance Questions

- 1. Who is responsible for providing, testing, repairing and replacing customer meters?
- 2. Does your agency test,

repair and replace your meters on a regular timed schedule?

a. If yes, does your agency test by meter size or customer category?:

b. If yes to meter size, please provide the frequency of testing by meter size:

Less than  
or equal to 1"

1.5" to 2"

3" and

Larger

c. If yes to customer category, provide the frequency of testing by customer category:

SF  
residential

MF  
residential

Commercial

Industrial  
& Institutional

3. Who is responsible for repairs to the customer lateral or customer service line?

4. Who is responsible for service line repairs downstream of the customer meter?

5. Does your agency proactively search for leaks using leak survey techniques or does your utility reactively repair leaks which are called in, or both?

6. What is the utility budget breakdown for:

Leak Detection	\$
Leak Repair	\$
Auditing	\$

and Water Loss  
Evaluation

Meter  
Testing \$

## H. Comments

### BMP 04: Metering with Commodity Rates for all New

Reporting Unit: <b>Fair Oaks Water District</b>	BMP Form Status: <b>100% Complete</b>	Year: <b>2008</b>
----------------------------------------------------	------------------------------------------	----------------------

#### A. Implementation

- |                                                                                                                                                |      |
|------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 1. Does your agency have any unmetered service connections?                                                                                    | Yes  |
| a. If YES, has your agency completed a meter retrofit plan?                                                                                    | Yes  |
| b. If YES, number of previously unmetered accounts fitted with meters during report year:                                                      | 1317 |
| 2. Are all new service connections being metered and billed by volume of use?                                                                  | Yes  |
| 3. Are all new service connections being billed volumetrically with meters?                                                                    | No   |
| 4. Has your agency completed and submitted electronically to the Council a written plan, policy or program to test, repair and replace meters? | No   |
| 5. Please fill out the following matrix:                                                                                                       |      |

Account Type	Number of Metered Accounts	Number of Metered Accounts Read	Number of Metered Accounts Billed by Volume	Billing Frequency Per Year	Number of Volume Estimates
a. Single Family	10343	130	130	6	0
b. Multi-Family	267	267	267	6	0
c. Commercial	417	417	417	6	0
d. Industrial	0	0	0	0	0
e. Institutional	28	28	28	6	0
f. Landscape Irrigation	98	98	98	6	0

#### B. Feasibility Study

- |                                                                                                                                                                      |     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 1. Has your agency conducted a feasibility study to assess the merits of a program to provide incentives to switch mixed-use accounts to dedicated landscape meters? | no  |
| a. If YES, when was the feasibility study conducted?<br>(mm/dd/yy)                                                                                                   |     |
| b. Describe the feasibility study:                                                                                                                                   | N/A |

2. Number of CII accounts with mixed-use meters:	0
3. Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period.	0

#### C. "At Least As Effective As"

1. Is your agency implementing an "at least as effective as" variant of this BMP?	No
-----------------------------------------------------------------------------------	----

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

No comments.

#### BMP 05: Large Landscape Conservation Programs and

Reporting Unit: <b>Fair Oaks Water District</b>	BMP Form Status: <b>100% Complete</b>	Year: <b>2008</b>
----------------------------------------------------	------------------------------------------	----------------------

1. Number of Dedicated Irrigation Meter Accounts:	98
2. Number of Dedicated Irrigation Meter Accounts with Water Budgets:	0
3. Budgeted Use for Irrigation Meter Accounts with Water Budgets (AF) during reporting year:	0
4. Actual Use for Irrigation Meter Accounts with Water Budgets (AF) during reporting year:	0
5. Does your agency provide water use notices to accounts with budgets each billing cycle?	no

#### B. Landscape Surveys

1. Has your agency developed a marketing / targeting strategy for landscape surveys?	yes
a. If YES, when did your agency begin implementing this strategy?	03/03/1998
b. Description of marketing / targeting strategy: The District provides customer support, education, and assistance by offering irrigation audits and notifications to large landscape accounts through District newsletters, bills, and community events. Information includes audit availability, controllers and services availability, over watering evaluations, specific drought watering instructions, drought resistant landscapes, irrigation strategies, and other conservation methods. The District has saturated its large landscape accounts with surveys in recent years. All of these accounts are metered and are not scheduled to bill by commodity until 2011.	
2. Number of Surveys Offered during reporting year.	98
3. Number of Surveys Completed during reporting year.	0

4. Indicate which of the following Landscape Elements are part of your survey:

a. Irrigation System Check	yes
b. Distribution Uniformity Analysis	yes
c. Review / Develop Irrigation Schedules	yes
d. Measure Landscape Area	no
e. Measure Total Irrigable Area	no
f. Provide Customer Report / Information	yes

5. Do you track survey offers and results?	yes
--------------------------------------------	-----

6. Does your agency provide follow-up surveys for previously completed surveys?	no
---------------------------------------------------------------------------------	----

a. If YES, describe below:  
N/A

#### C. Other BMP 5 Actions

1. An agency can provide mixed-use accounts with ETo-based landscape budgets in lieu of a large landscape survey program.	no
---------------------------------------------------------------------------------------------------------------------------	----

Does your agency provide mixed-use accounts with landscape budgets?

2. Number of CII mixed-use accounts with landscape budgets.	0
-------------------------------------------------------------	---

Number of CII accounts with mixed-use meters retrofitted with dedicated irrigation meters during reporting period. (From BMP 4 report)	0
----------------------------------------------------------------------------------------------------------------------------------------	---

Total number of change-outs from mixed-use to dedicated irrigation meters since Base Year.

3. Do you offer landscape irrigation training?	yes
------------------------------------------------	-----

4. Does your agency offer financial incentives to improve landscape water use efficiency?	no
-------------------------------------------------------------------------------------------	----

Type of Financial Incentive:	Budget (Dollars/ Year)	Number Awarded to Customers	Total Amount Awarded
------------------------------	------------------------	-----------------------------	----------------------

a. Rebates

b. Loans

c. Grants

5. Do you provide landscape water use efficiency information to new customers and customers changing services?	yes
----------------------------------------------------------------------------------------------------------------	-----

a. If YES, describe below:

The District provides new homeowners with a packet of conservation information and material. The packet includes information on how to read your meter, types of irrigation services and audits available through the District, recommended watering instructions, and other landscape material.

6. Do you have irrigated landscaping at your facilities?	yes
----------------------------------------------------------	-----

a. If yes, is it water-efficient?	yes
-----------------------------------	-----

b. If yes, does it have dedicated irrigation metering?	no
--------------------------------------------------------	----



7. Do you provide customer notices at the start of the irrigation season? yes

8. Do you provide customer notices at the end of the irrigation season? yes

#### D. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

#### E. Comments

No comments

### BMP 06: High-Efficiency Washing Machine Rebate

Reporting Unit: **Fair Oaks Water District** BMP Form Status: **100% Complete** Year: **2008**

#### A. Coverage Goal

	Single Family	Multi-Family
1. Number of <b>residential</b> dwelling units in the agency service area.	12,866	2,375
2. Coverage Goal =	<b>= 1,171 Points</b>	

#### B. Implementation

1. Does your agency offer rebates for **residential** high-efficiency washers? no

#### Total Value of Financial Incentives

HEW Water Factor	Number of Financial Incentives Issued	Retail Water Agency	Wholesaler/ Grants (if applicable)	Energy Utility (if applicable)	TOTAL	POINTS AWARDED
2. <b>Greater than 8.5 but not exceeding 9.5</b> (1 point)		\$ 0	\$ 0	\$ 0	\$ 0	
3. <b>Greater than 6.0 but not exceeding 8.5</b> (2 points)		\$ 0	\$ 0	\$ 0	\$ 0	
4. <b>Less than or equal to 6.0</b> (3 points)		\$ 0	\$ 0	\$ 0	\$ 0	

<b>TOTALS:</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>0</b>
----------------	-------------	-------------	-------------	-------------	----------

#### For HEW incentives issued before July 1, 2004, select ONE of the following TWO options:

- Method One: Points based on HEW Water Factor
- Method Two: Agency earns 1 point for each HEW.

<b>PAST CREDIT TOTALS:</b>	<b>0</b>	<b>\$ 0</b>	<b>0</b>
----------------------------	----------	-------------	----------

1. Average or Estimated Administration and Overhead \$ 0

2. Is the financial incentive offered per HEW at least equal to the marginal benefits of the water savings per HEW? no

#### E. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

The District has completed the BMP6 cost effective calculation and results indicate the residential high-efficiency clothes washer program is not cost effective. Money and resources for this effort have been dedicated to the Meter Implementation Project. The completed cost effective calculation worksheets were included in the 5-year water management update completed in October 2004.

Reporting Unit: **Fair Oaks Water District** BMP Form Status: **100% Complete** Year: **2008**

#### A. Implementation

- How is your public information program implemented?  
Retailer runs program without wholesaler sponsorship
- Describe the program and how it's organized:  
The District implements an ongoing public information program promoting water conservation and conservation related benefits. The District is a member of the Regional Water Authority (RWA);participates in the Water Efficiency Program (WEP)and Advisory Committee (PAC) both affiliated with the RWA. At this time full participation in this program is based upon an annual per connection contribution by Fair Oaks Water District to the RWA WEP for the combined Public Information and School Education program. This program includes school outreach, media advertising, commercial consumer outreach, promotional materials, community events and fairs, evapotranspiration data availability, a web site,



and allied organizations outreach. In 2008 the program promoted water conservation activities through paid advertising, press release announcements, public service announcements, bill inserts, newsletter articles, radio interviews, training workshops, demonstration garden, web site information in addition to participating in several local (media) events. In partnership with retail nursery stores, provide irrigation education materials ("Rules of Thumb for Water Wise Gardens") to customers. Developed CII brochure with program information. Supported local agency events by providing exhibit materials. Maintain ET telephone line with CIMIS information, in cooperation with San Juan Water District operate telephone Hot Line with current ET data, provide ETo average monthly water use chart on RWA web site, "Rules of Thumb for Water Wise Gardens" contains average monthly data, RWA website provides many water efficiency materials including: water supplier conservation coordinator contact information, landscape irrigation guidance, toilet replacement program, commercial and industrial water use information, and RWA publications. Provide cooperative efforts with UC Cooperative Extension at Fair Oaks Horticultural Garden. Cooperative efforts with SMUD and SRCSD, Inserts developed and mailed by Sacramento Regional County Sanitation District advocate toilet replacement program. Inserts developed and printed by SMUD for water utility mailing promote efficient irrigation practices and efficient appliances. Provide cooperative efforts with UC Cooperative Extension at Fair Oaks Horticultural Demonstration Garden. The district also speaks at local club gatherings in discussing meter implementation and water conservation. Participated in several local events promoting water conservation.

3. Indicate which and how many of the following activities are included in your public information program:

Public Information Program Activity in Retail Service Area	Yes/No	Number of Events
a. Paid Advertising	yes	13
b. Public Service Announcement	yes	823
c. Bill Inserts / Newsletters / Brochures	yes	4
d. Bill showing water usage in comparison to previous year's usage	no	
e. Demonstration Gardens	yes	2
f. Special Events, Media Events	yes	7
g. Speaker's	yes	8

Bureau  
h. Program to coordinate with other government agencies, industry and public interest groups and media

yes

#### B. Conservation Information Program Expenditures

1. Annual Expenditures (Excluding Staffing) 63968

#### C. "At Least As Effective As"

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

#### D. Comments

No comments

#### BMP 08: School Education Programs

Reporting Unit: Fair Oaks Water District  
BMP Form Status: 100% Complete  
Year: 2008

1. How is your public information program implemented?

Retailer runs program without wholesaler sponsorship

2. Please provide information on your region-wide school programs (by grade level):

Grade	Are grade-appropriate materials distributed?	No. of class presentations	No. of students reached	No. of teachers' workshops
Grades K-3rd	yes	0	0	0
Grades 4th-6th	yes	2	150	0
Grades 7th-8th	no	0	0	0
High School	yes	0	0	0

4. Did your Agency's materials meet state education framework requirements? yes

5. When did your Agency begin implementing this program? 6/1/1993

**B. School Education Program Expenditures**

1. Annual Expenditures (Excluding Staffing)	10309
---------------------------------------------	-------

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP?	No
-----------------------------------------------------------------------------------	----

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

**D. Comments**

No comments

**BMP 09: Conservation Programs for CII Accounts**

Reporting Unit:	BMP Form Status:	Year:
Fair Oaks Water District	100% Complete	2008

**A. Implementation**

1. Has your agency identified and ranked COMMERCIAL customers according to use?	yes
2. Has your agency identified and ranked INDUSTRIAL customers according to use?	no
3. Has your agency identified and ranked INSTITUTIONAL customers according to use?	no

**Option A: CII Water Use Survey and Customer Incentives Program**

4. Is your agency operating a CII water use survey and customer incentives program for the purpose of complying with BMP 9 under this option? If so, please describe activity during reporting period:	yes
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----

CII Surveys	Commercial Accounts	Industrial Accounts	Institutional Accounts
a. Number of New Surveys Offered	417	0	28
b. Number of New Surveys Completed	0	0	0
c. Number of Site Follow-ups of Previous Surveys (within 1 yr)	0	0	0
d. Number of Phone Follow-ups of Previous Surveys (within 1 yr)	0	0	0
CII Survey Components	Commercial Accounts	Industrial Accounts	Institutional Accounts
e. Site Visit	yes	no	yes

f. Evaluation of all water-using apparatus and processes	yes	no	yes
----------------------------------------------------------	-----	----	-----

g. Customer report identifying recommended efficiency measures, paybacks and agency incentives	yes	no	yes
------------------------------------------------------------------------------------------------	-----	----	-----

Agency CII Customer Incentives	Budget (\$/Year)	# Awarded to Customers	Total \$ Amount Awarded
h. Rebates	0	0	0
i. Loans	0	0	0
j. Grants	0	0	0
k. Others	0	0	0

**Option B: CII Conservation Program Targets**

5. Does your agency track CII program interventions and water savings for the purpose of complying with BMP 9 under this option?	no
----------------------------------------------------------------------------------------------------------------------------------	----

6. Does your agency document and maintain records on how savings were realized and the method of calculation for estimated savings?	no
-------------------------------------------------------------------------------------------------------------------------------------	----

**7. System Calculated annual savings (AF/yr):**

CII Programs	Avg Savings (AF/yr)	# Device Installations	Annual Savings/Program (AF/yr)
a. Ultra Low Flush Toilets	.035004	0	0
b. Dual Flush Toilets	.041748	0	0
c. High Efficiency Toilets	.041748	0	0
d. High-Efficiency Urinals	.069086	0	0
e. Non-Water Urinals	.0921146	0	0
f. Commercial Clothes Washers (only coin-op; not industrial)	.116618	0	0
g. Cooling Tower Conductivity Controllers	1.03225	0	0
h. Food Steamers	.25	0	0
i. Ice Machines	.834507	0	0
j. Pre-Rinse Spray Valves	.084701	0	0
k. Steam Sterilizer Retrofits	1.538	0	0
l. X-ray Film Processors	2.57	0	0
Total System Calculated Savings:			0

8. **Estimated** annual savings (AF/yr) from agency programs not including the devices listed in Option B. 7., above:

CII Programs	Annual Savings (AF/yr)
a. Site-verified actions taken by agency:	
b. Non-site-verified actions taken by agency*:	(x 25%)
*Note: Agencies may credit 100% of estimated annual savings of interventions that have been site verified and 25% of estimated annual savings of interventions that have not been site verified. (BMP 9 E.4.c.)	
<b>TOTAL CII Program Performance Target Savings:</b>	<b>0</b>

#### B. Conservation Program Expenditures for CII Accounts

	This Year	Next Year
1. Budgeted Expenditures	128550	101550
2. Actual Expenditures	63968	

#### C. "At Least As Effective As"

1. Is your agency implementing an "at least as effective as" variant of this BMP? No
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

#### D. Comments

The District offers all of its conservation programs through the District newsletter when published, bill inserts, billing notices, website and events. The commercial customers went 100% metered billing in the year 2002-2004 and there were zero contacts to the district in reporting year for assistance in conservation measures. The District has has saturated its large landscape accounts with surveys in recent years. Participated in the RWA water efficiency program. Toilet replacement project offers ULFTs rebates to CII customers.

#### BMP 11: Conservation Pricing

Reporting Unit: BMP Form  
Fair Oaks Water District Status: Year:  
100% Complete 2008

#### Water Service Rate Structure Data by Customer Class

##### 1. Single Family Residential

- a. Rate Structure Uniform
- b. Total Revenue from Commodity Charges (Volumetric) \$ 11,329

Rates)

- c. Total Revenue from Customer \$ 50,004  
Meter/Service (Fixed) Charges

##### 2. Multi-Family Residential

- a. Rate Structure Service Not Provided

- b. Total Revenue from \$ 0  
Commodity Charges (Volumetric Rates)

- c. Total Revenue from Customer \$ 0  
Meter/Service (Fixed) Charges

##### 3. Commercial

- a. Rate Structure Uniform

- b. Total Revenue from \$ 260,083  
Commodity Charges (Volumetric Rates)

- c. Total Revenue from Customer \$ 668,098  
Meter/Service (Fixed) Charges

##### 4. Industrial

- a. Rate Structure Service Not Provided

- b. Total Revenue from \$ 0  
Commodity Charges (Volumetric Rates)

- c. Total Revenue from Customer \$ 0  
Meter/Service (Fixed) Charges

##### 5. Institutional / Government

- a. Rate Structure Service Not Provided

- b. Total Revenue from \$ 0  
Commodity Charges (Volumetric Rates)

- c. Total Revenue from Customer \$ 0  
Meter/Service (Fixed) Charges

##### 6. Dedicated Irrigation (potable)

- a. Rate Structure Service Not Provided

- b. Total Revenue from \$ 0  
Commodity Charges (Volumetric Rates)

- c. Total Revenue from Customer \$ 0  
Meter/Service (Fixed) Charges

##### 7. Recycled-Reclaimed

- a. Rate Structure Service Not Provided

- b. Total Revenue from \$ 0  
Commodity Charges (Volumetric Rates)

- c. Total Revenue from Customer \$ 0  
Meter/Service (Fixed) Charges

**8. Raw**

- a. Rate Structure Service Not Provided
- b. Total Revenue from  
Commodity Charges (Volumetric  
Rates) \$ 0
- c. Total Revenue from Customer \$ 0  
Meter/Service (Fixed) Charges

**9. Other**

- a. Rate Structure Service Not Provided
- b. Total Revenue from  
Commodity Charges (Volumetric  
Rates) \$ 0
- c. Total Revenue from Customer \$ 0  
Meter/Service (Fixed) Charges

**Select Either Option 1 or Option 2:****1. Option 1: Use Annual Revenue As Reported**

$$V/(V+M) \geq 70\%$$

Selected

V = Total annual revenue from volumetric rates  
M = Total annual revenue from customer  
meter/service (fixed) charges

**2. Option 2: Use Canadian Water & Wastewater Association Rate Design Model**

$$V/(V+M) \geq V'/(V'+M')$$

V = Total annual revenue from volumetric rates  
M = Total annual revenue from customer  
meter/service (fixed) charges

V' = The uniform volume rate based on the  
signatory's long-run incremental cost of service

M' = The associated meter charge

- a. If you selected Option 2, has  
your agency submitted to the  
Council a completed Canadian  
Water & Wastewater Association  
rate design model? No
- b. Value for **V'** (uniform volume  
rate based on agency's long-run  
incremental cost of service) as  
determined by the Canadian  
Water & Wastewater Association  
rate design model: 0
- c. Value for **M'** (meter charge  
associated with V' uniform  
volume rate) as determined by  
the Canadian Water &  
Wastewater Association rate  
design model: 0

1. Does your agency provide sewer  
service? (If YES, answer questions 2 - 7  
below, else continue to section D.)

No

**2. Single Family Residential**

- a. Sewer Rate Service Not Provided  
Structure
- b. Total Annual  
Revenue \$ 0
- c. Total Revenue \$ 0  
from Commodity  
Charges  
(Volumetric Rates)

**3. Multi-Family Residential**

- a. Sewer Rate Service Not Provided  
Structure
- b. Total Annual  
Revenue \$ 0
- c. Total Revenue \$ 0  
from Commodity  
Charges  
(Volumetric Rates)

**4. Commercial**

- a. Sewer Rate Service Not Provided  
Structure
- b. Total Annual  
Revenue \$ 0
- c. Total Revenue \$ 0  
from Commodity  
Charges  
(Volumetric Rates)

**5. Industrial**

- a. Sewer Rate Service Not Provided  
Structure
- b. Total Annual  
Revenue \$ 0
- c. Total Revenue \$ 0  
from Commodity  
Charges  
(Volumetric Rates)

**6. Institutional / Government**

- a. Sewer Rate Service Not Provided  
Structure
- b. Total Annual  
Revenue \$ 0
- c. Total Revenue \$ 0  
from Commodity  
Charges  
(Volumetric Rates)

**7. Recycled-reclaimed water**

a. Sewer Rate Structure	Service Not Provided
b. Total Annual Revenue	\$ 0
c. Total Revenue from Commodity Charges (Volumetric Rates)	\$ 0

#### D. "At Least As Effective As"

1. Is your agency implementing an "at least as effective as" variant of this BMP? No

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

#### E. Comments

No comments

Reporting Unit:	BMP Form Status:	Year:
<b>Fair Oaks Water District</b>	<b>100% Complete</b>	<b>2008</b>

#### A. Implementation

- Does your Agency have a conservation coordinator? yes
- Is a coordinator position supplied by another agency with which you cooperate in a regional conservation program ? no
  - Partner agency's name: N/A
- If your agency supplies the conservation coordinator:
  - What percent is this conservation coordinator's position? 75%
  - Coordinator's Name Sandy Doyle
  - Coordinator's Title Special Projects Coordinator
  - Coordinator's Experience in Number of Years 19 years experience in the water industry and Fair Oaks Water District.
  - Date Coordinator's position was created (mm/dd/yyyy) 11/01/1989
- Number of conservation staff (FTEs), including Conservation Coordinator. 3

#### B. Conservation Staff Program Expenditures

- |                                            |        |
|--------------------------------------------|--------|
| 1. Staffing Expenditures (In-house Only)   | 135000 |
| 2. BMP Program Implementation Expenditures | 63968  |

#### C. "At Least As Effective As"

1. Is your agency implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."  
N/A

#### D. Comments

No comments

### BMP 13: Water Waste Prohibition

Reporting Unit:	BMP Form Status:	Year:
<b>Fair Oaks Water District</b>	<b>100% Complete</b>	<b>2008</b>

#### A. Requirements for Documenting BMP Implementation

- Is a water waste prohibition ordinance in effect in your service area? no
  - If YES, describe the ordinance: N/A
- Is a copy of the most current ordinance(s) on file with CUWCC? no
  - List local jurisdictions in your service area in the first text box and water waste ordinance citations in each jurisdiction in the second text box:

#### B. Implementation

- Indicate which of the water uses listed below are prohibited by your agency or service area.
  - Gutter flooding yes
  - Single-pass cooling systems for new connections no
  - Non-recirculating systems in all new conveyor or car wash systems no
  - Non-recirculating systems in all new commercial laundry systems no
  - Non-recirculating systems in all new decorative fountains yes
  - Other, please name N/A no
- Describe measures that prohibit water uses listed above:  
Per district's board of director's approval, Resolution 0109, water will be used in a beneficial manner; all non-beneficial and wasteful use of water is prohibited. Water use shall be confined to the customer's property and shall not be allowed to run-off to adjoining property, roadside ditch, or gutter. Automatic shut-off device on garden hoses or filling apparatus shall be used. Free-flowing hoses for water application (i.e. vehicle and equipment washing, ponds, irrigating, evaporative coolers, and livestock watering troughs) is prohibited. Pools, spas, fountains and ponds shall be equipped with

recalculating pumps and shall be constructed to be leak-proof. Washing or hydraulic sweeping of streets, parking lots, driveways, sidewalks, patios, tennis courts or buildings is allowed only for health or sanitary considerations.

**Water Softeners:**

3. Indicate which of the following measures your agency has supported in developing state law:
- a. Allow the sale of more efficient, demand-initiated regenerating DIR models. no
  - b. Develop minimum appliance efficiency standards that:
    - i.) Increase the regeneration efficiency standard to at least 3,350 grains of hardness removed per pound of common salt used. no
    - ii.) Implement an identified maximum number of gallons discharged per gallon of soft water produced. no
  - c. Allow local agencies, including municipalities and special districts, to set more stringent standards and/or to ban on-site regeneration of water softeners if it is demonstrated and found by the agency governing board that there is an adverse effect on the reclaimed water or groundwater supply. no
4. Does your agency include water softener checks in home water audit programs? no
5. Does your agency include information about DIR and exchange-type water softeners in educational efforts to encourage replacement of less efficient timer models? no

**C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no
- a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as." N/A

No comments

**BMP 14: Residential ULFT Replacement Programs**

Reporting Unit: Fair Oaks Water District      BMP Form Status: 100% Complete      Year: 2008

**A. Implementation**

**Number of Non-Efficient Toilets Replaced With 1.6 gpf Toilets During Report Year**

**Single-Family Accounts      Multi-Family Units**

1. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets? yes yes

Replacement Method	SF Accounts	MF Units
2. Rebate	112	10
3. Direct Install	0	0
4. CBO Distribution	0	0
5. Other	0	0

**Total      112      10**

**Number of Non-Efficient Toilets Replaced With 1.28 gpf High-Efficiency Toilets (HETs) During Report Year**

	Single-Family Accounts	Multi-Family Units
6. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Replacement Method	SF Accounts	MF Units
7. Rebate	4	0
8. Direct Install	0	0
9. CBO Distribution	0	0
10. Other	0	0

**Total      4      0**

**Number of Non-Efficient Toilets Replaced With 1.2 gpf HETs (Dual-Flush) During Report Year**

	Single-Family Accounts	Multi-Family Units
11. Does your Agency have program(s) for replacing high-water-using toilets with ultra-low flush toilets?	yes	yes
Replacement Method	SF Accounts	MF Units
12. Rebate	0	0
13. Direct Install	0	0
14. CBO Distribution	0	0
15. Other	0	0

**Total      0      0**

16. Describe your agency's ULFT, HET, and/or Dual-Flush Toilet programs for single-family residences.

The District offers a rebate of \$75.00 for each verified ULFT toilet replacement for a single family residence. There is a 90 percent inspection of all installed toilets. Receipts are required to be presented upon inspection. Toilets are flushed for verification of working and

inspection of supply line to ensure there is no leakage. The District through RWA has developed contracts with Sacramento Regional County Sanitation District to receive funds for toilet replacement incentives up to 25 percent of each cost not to exceed \$50.00 per toilet on a pro-rated basis thus increasing the maximum rebate up to a limit of \$125.00.

17. Describe your agency's ULFT, HET, and/or Dual-Flush Toilet programs for multi-family residences.

The District offers a rebate of \$75.00 for each verified ULFT toilet replacement for a single family residence. There is a 90 percent inspection of all installed toilets. Receipts are required to be presented upon inspection. Toilets are flushed for verification of working and inspection of supply line to ensure there is no leakage. The District through RWA has developed contracts with Sacramento Regional County Sanitation District to receive funds for toilet replacement incentives up to 25 percent of each cost not to exceed \$50.00 per toilet on a pro-rated basis thus increasing the maximum rebate up to a limit of \$125.00.

18. Is a toilet retrofit on resale ordinance in effect for your service area? no

19. List local jurisdictions in your service area in the left box and ordinance citations in each jurisdiction in the right box:

N/A

#### **B. Residential ULFT Program Expenditures**

1. Estimated cost per replacement: \$ 125

#### **C. "At Least As Effective As"**

1. Is your AGENCY implementing an "at least as effective as" variant of this BMP? no

a. If YES, please explain in detail how your implementation of this BMP differs from Exhibit 1 and why you consider it to be "at least as effective as."

N/A

#### **D. Comments**

No comments

May 20, 2010

Ms. P. Calvillo  
Bureau Of Reclamation  
Central California Area Office  
7768 Folsom Dam Road,  
Folsom, CA 95630

**Re: 2009 Water Management Plan-response to March 17, 2010 comments**

Dear Pauline,

The following are Fair Oaks Water District responses to you letter dated March 17, 2010 outlining review comments on 2009 Water Management Plan.

*Comment: “ A.1 pg1: Please provide sate and contract # of San Juan ’s first Reclamation contract”*

**Response:** The date of the first San Juan contract is – 1974 and the contract # - 14-06-200-152A and 6-07-20-W1373.

*Comment: “B.4 attachment A: Storage facilities (tanks, reservoirs, regulating reservoirs) Can you please point out /give sector map ,as I could not find”*

**Response:** Due to sensitive nature of this information, the District excluded this data from the public document. If USBR staff would like to review this information outside of the public document, we can provide it under separate request.



Fair Oaks Water District  
2009 Water Management Plan- USBR  
Response to March 17, 2010 comments.

*Comment: "F.1. pg.6: Please note that rules and regs and /or policies are required for both urban and ag plans..... The following policies should be submitted: 1000,1030,6000 thru 6100, 6120,7020,7030."*

**Response:** Copies of the requested policies attached per request.

*Comment: "H. pg 9: Please show how reduced water supplies are allocated."*

**Response:** The water shortage allocation policy provided is the current FOWD policy. The San Juan Water District determines actual water shortages and supply allocations for the surface water. FOWD will work with the San Juan Water District and other San Juan Family Members to update the wholesale/retail water shortage contingency plan as needed. It is anticipated the plan will be updated in conjunction with the ongoing Urban Water Management Plan and 20x2020 Compliance Plan efforts.

*Comment: "Section 2: B.4. pg. 12 : Although in the plan it says that groundwater is available but historically has not been needed, in the customer water Quality Report ( 2008 Consumer Confidence report)) lists FOWD as getting 82.6% surface water and 17.4% groundwater. Can you please clarify these statements. "*

**Response:**

The Fair Oaks Water District historically supplements treated surface water from San Juan Water District with water pumped from the District owned wells. Six groundwater wells accessing the North Area Groundwater Basin supplement surface water supply during peak demand periods and provide water supply during emergencies or shut-downs of surface water treatment plant.

*Comments: D1.pg13: Regarding the ground water contamination at Aerojet, does the plume impact any of the FOWD wells? Also, is there a report with timeframes and milestones and if so, can you please provide this information?*

**Response:** At the present time, none of the District's wells are impacted by the contamination from Aerojet.

*Comments: E6 pg 14: The water received from San Juan is not considered a transfer or exchange. This entry should say NONE".*

**Response:** Agreed.

Fair Oaks Water District  
2009 Water Management Plan- USBR  
Response to March 17, 2010 comments.

*Comments: BMPS- Section 4*

**Response:** in accordance with letter from Bureau of Reclamation dated May 7, 2010, the Bureau “is postponing the submission of Section 4 of the Plan until six months after the BMP reporting Web site is available through the CUWCC.” Therefore, the entire section will be revised based on new requirements at the later date.

If you have any question, please do not hesitate to contact me at (916) 844-3513.

Respectfully,

M. Nisenboym,  
Operations Manager  
FAIR OAKS WATER DISTRICT

cc. V. Sacksteder – SJWD

Attachments: Policies, handouts, publications



<b>Policy Number:</b>	<b>7020</b>
<b>Policy Title:</b>	<b>Connection Fees</b>

1. Connection fees are an acceptable method of funding costs for District Capital Improvement Programs. These fees will reflect the total cost of the improvement associated with increased service capacity divided by the additional dwelling units which will be served.
2. The connection fee shall be approved by the Board of Directors.



<b>Policy Number:</b> 6120
<b>Policy Title:</b> Waste Recycling

## 1. What to recycle

1.1. Fair Oaks Water District will attempt to recycle materials in accordance with the Sacramento County Business Recycling Ordinance Number 17.

### 1.1.1. Paper

1.1.1.1. All clean and dry paper, whole or shredded, including:

1.1.1.1.1. Newspaper

1.1.1.1.2. Cardboard

1.1.1.1.3. Magazines

1.1.1.1.4. Catalogs

1.1.1.1.5. Phone books

1.1.1.1.6. Computer paper

1.1.1.1.7. Junk mail

### 1.1.2. Plastics

1.1.2.1. All clean and empty plastic food and beverage containers.

### 1.1.3. Aluminum cans

1.1.3.1. All empty aluminum cans.

### 1.1.4. Scrap Metal

### 1.1.5. Wood Pallets

## 2. Recycling requirements

2.1.1. Keep recyclable materials separate from the garbage.

2.1.2. Subscribe to a recycling service that collects recyclable materials.

Date Adopted: November 13, 2007
---------------------------------

- 2.1.3. Enter into a written service agreement with a franchised hauler of recyclable materials and/or complete and retain a self-hauling form on-site when self-hauling recyclable materials.
- 2.1.4. Place recycling containers in employee maintenance or work areas where recyclable materials may be collected and/or stored.
- 2.1.5. Prominently post signs in work areas where recyclable materials are collected and/or stored instructing employees about what and how to recycle.
- 2.1.6. In customer service areas, prominently place labeled containers and post notices near garbage bins to collect recyclable materials from customers.
- 2.1.7. Provide written instructions notifying employees about what and how to recycle.
- 2.1.8. Ensure that recyclable materials generated on-site will be taken to a recycling facility and not a landfill for proper disposal

### 3. Revenues

- 3.1. Revenues generated will go to the general fund.



<b>Policy Number:</b>	<b>6100</b>
<b>Policy Title:</b>	<b>Records Retention &amp; Destruction</b>

1. A records retention and destruction manual shall be developed and maintained to direct staff on procedures for retaining and destroying District records. This manual shall be written in compliance with California Government Codes and approved by resolution of the Board of Directors.



<b>Policy Number:</b>	<b>6090</b>
<b>Policy Title:</b>	<b>Competitive Bidding for Purchases</b>

1. Policy 6090 was consolidated into Policy 5020 on May 11, 1999



<b>Policy Number:</b>	<b>6080</b>
<b>Policy Title:</b>	<b>Processing of Claims</b>

1. All claims against the District shall be brought to the attention of the Board of Directors.
2. Claims shall be handled on a case by case basis guided by ACWA/Joint Powers Insurance Authority policies and procedures in conformance with the California Government Codes.
3. Auto and general liability claims \$5,000 and above will automatically be sent to ACWA/Joint Powers Insurance Authority for handling.
4. Auto and general liability claims under \$5,000 will be settled on a case by case basis. Those claims where it is clear the District is at fault will be settled by the General Manager with a report of such action being made at the next regular Board meeting. Those claims where the District's liability is unclear will be sent to ACWA/Joint Powers Insurance Authority by the General Manager. Claims shall be submitted to the Board of Directors for action where it is clear the District is not liable.
5. All personal injury claims will immediately be transmitted to ACWA/Joint Powers Insurance Authority for handling.





<b>Policy Number:</b>	<b>6070</b>
<b>Policy Title:</b>	<b>Annexations</b>

1. Property must be annexed to the District prior to receiving water service.
2. An owner or owners desiring to annex land to the District shall file a petition directly to Local Agency Formation Commission (LAFCO) for such annexation. Approval by LAFCO of any annexation proposal is required before the District can approve the annexation and provide water service.
3. If LAFCO accepts the annexation proposal it will adopt a resolution and forward same to the District. After confirmation of LAFCO acceptance, the District's Board of Directors, at a regularly scheduled meeting, will consider approval of the proposed annexation. Approval by the Board of the proposed annexation shall be formalized by the adoption of a resolution.
4. After adoption of resolution of approval by the Board of Directors, and after receipt of annexation fees required by the District, the approved resolution shall be sent to LAFCO for filing and recording.
5. An owner of property desiring to obtain water service without being annexed to the District may present a written request to the Board of Directors for a waiver or modification of Policy #6070. The grant or denial of such waiver or modification shall be determined solely by the Board of Directors. Any such waiver or modification shall be effective only upon such Board approval which shall set forth the terms and conditions thereof. Each waiver or modification shall be limited to the person and property involved in the application.



<b>Policy Number:</b>	<b>6060</b>
<b>Policy Title:</b>	<b>Water Conservation</b>

MANDATORY REQUIREMENTS: STAGES 1 - 5

**WATER CONSERVATION STAGE DECLARATION:**

Upon declaration or amendment by the Board of Directors of a specific Stage in effect, the following mandatory water conservation requirements shall be in effect.

The declaration of short-term stage 4 or stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

**STAGE 1 – NORMAL WATER SUPPLY**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.

**STAGE 2 – WATER ALERT**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 5 – 10%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 90 to 95% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
9. Reduce indoor water use by 5 – 10%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

### **STAGE 3 – WATER WARNING**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within two (2) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health, esthetic or sanitary purposes, is prohibited.

7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 11 – 25%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 75 to 89% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
9. Reduce indoor water use by 11 – 25%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.
11. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

#### **STAGE 4 – WATER CRISIS: SHORT-TERM**

The declaration of Short-Term Stage 4 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 26 – 50%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
9. Reduce indoor water use by 26 – 50%. Contact your water provider for tips and techniques to reduce indoor water use.

10. Restaurants shall serve water only upon request.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Users of construction meters and fire hydrant meters will be monitored for efficient water use. Use of reclaimed water for construction purposes is encouraged.
13. Installation of new turf or landscaping is prohibited.
14. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

#### **STAGE 4 – WATER CRISIS: LONG-TERM**

The declaration of Long-Term Stage 4 water conservation requirements will be declared by the agency's Board of Directors in a regular or special session. A Long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce landscape and pasture irrigation by 26 – 50%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
9. Reduce indoor water use by 26 – 50%. Contact your water provider for tips and techniques to reduce indoor water use.
10. Restaurants shall serve water only upon request.

11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Water for flow testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. Use of reclaimed water for construction purposes is encouraged.
13. Installation of new turf or landscaping is prohibited.
14. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.
15. Water Crisis/Emergency tiered pricing will be implemented.
16. No commitments will be made to provide service for new water service connections.

#### **STAGE 5 – WATER EMERGENCY: SHORT-TERM**

The declaration of Short-Term Stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%. Contact your water provider for tips and techniques to reduce indoor water use.
9. Restaurants shall serve water only upon request.
10. Water flow for testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.

11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.
13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

#### **STAGE 5 – WATER EMERGENCY: LONG-TERM**

The declaration of Long-Term Stage 5 water conservation requirements will be declared by the agency's Board of Directors in a regular or special session. A Long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for commercial and multi-family residential ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings, except as necessary for health or sanitary purposes, is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%.
9. Restaurants shall serve water only upon request.
10. Water flow for testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.
13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

14. New connections to the District water distribution system will not be allowed.
15. Water Crisis/Emergency tiered pricing will be implemented.
16. No commitments will be made to provide service for new water service connections.

## ENFORCEMENT

The District shall terminate water service to the property of a customer who receives two violations for noncompliance with conditions set forth herein. ***In addition, as a condition of water service, the District shall require the installation of a water meter, and shall charge the approved metered service and commodity rate for water based on the actual volume of deliveries, as measured by a water meter.***

1. Upon observation by authorized District personnel of a water waste condition, the District shall issue a warning with the first two observations by personal service or by notice left on premises requesting compliance with the District's conservation rules.
2. Upon observation by authorized District personnel of a third water waste condition at the same property address, the customer shall be issued a violation by personal service or by notice left on premise and a copy mailed to customer at the premises. The customer shall be notified, in writing, that if an additional observation of water waste is documented, the District shall issue a 2<sup>nd</sup> violation notice, ***require the installation of a water meter***, and begin termination actions of water service to the subject address. In lieu of service termination, the District may opt to impose a penalty charge for water waste. The District shall indicate in writing said penalty charge, if applicable, ***and shall include the approved metered service and commodity rates*** in the violation notice. If the customer is not the property owner, a copy of the writing shall be mailed to the owner of record.
3. Upon observation by authorized District personnel of a fourth, or subsequent water waste condition at the same property address, the customer shall be issued a violation notice by personal service or by notice left on premises and a copy mailed to the customer at the premises. The owner/customer shall then be notified, in writing by certified mail, that the water service to the subject address shall be terminated in fifteen (15) days. Reconnection to the District's system after said termination procedure shall be subject to a reconnect charge equal to the District's actual incurred costs to date, including penalty fees, or to a minimum charge as follows, whichever is greater:

1st reconnect charge	\$100.00 per service connection
2nd reconnect charge	\$200.00 per service connection
3rd reconnect charge	\$300.00 per service connection
4th reconnect charge	\$400.00 per service connection

***In addition, as a condition of water service, the District shall install a water meter and shall charge the approved metered service and commodity rate for water based on the actual volume of deliveries to the premises.***

4. Subsequent violations shall be treated in the same manner as a 4<sup>th</sup> water waste or 2<sup>nd</sup> violation (subsequent reconnect charges applied).



5. Prior to the scheduled termination, the customer may choose to pay the District's costs associated with the subject action, and any penalty costs in lieu of terminating service. The customer may, in writing, request a meeting with the District's General Manager to discuss the proposed termination of service. Payment of the penalty charge and fees shall avoid said termination and shall be considered a "waiver of appeal".
6. If the customer requests a meeting with the General Manager, and said meeting does not resolve the proposed termination of service to the customer's satisfaction, the customer may request a hearing before the Board of Directors. Such request shall be made in writing and delivered to the District office within five (5) days from the date of the meeting between the customer and the District's General Manager.
7. If such request is made for a hearing before the Board, the matter shall be scheduled at the earliest possible date. A written notice of such hearing shall be mailed to customer at the premises at least ten (10) days prior to the date of such hearing.
8. Reconnection to the District's system after said termination procedure shall be subject to a reconnect charges equal to the District's actual incurred costs to date, including penalty fees, and other related charges. The District must receive payment for said charges before the water service is restored.
9. The California Department of Health Services shall be notified upon termination and reinstatement of service.
10. If the customer is not issued a warning or violation for a period of one year from the date of the last observed conservation rules violation, enforcement actions shall revert to paragraph (1) of this section.



<b>Policy Number:</b>	<b>6050</b>
<b>Policy Title:</b>	<b>Metering of Services</b>

1. The district is required to comply with the United States Bureau of Reclamation water contract requirements of having all water services metered by 2005, as dictated by the Central Valley Project Improvement Act. Accordingly, the Fair Oaks Water District has made a good faith commitment to meet said mandate as a condition of receiving continued and future Federal surface water supplies.
2. In accordance with Federal and State laws and building codes:
  - 2.1. All new connections or reconnections to the District's system shall be metered in accordance with District Specifications. This applies to customer accounts disconnected for non-payment of water service fees and for continued or repeated occurrences of water waste.
  - 2.2. Complete meter installations shall be installed, on all new developments or property improvement related service connections, at the developer's or property owner's expense, per District Specifications.
  - 2.3. Complete meter installations and service upgrades, as needed, shall be installed on all existing customer services at the expense of the District, per District Specifications.



**Policy Number: 6040**

**Policy Title: In Line Booster Pumps**

1. In general, permanent in-line booster pumps are not allowed within the Fair Oaks Water District. However, a request for the temporary installation of an in-line booster pump will be considered by the General Manager when system deficiencies warrant.
2. The General Manager may approve temporary installation subject to the following:
  - 2.1. Plans shall be submitted to the District showing the location of the proposed in-line booster pump. An analysis shall also be provided to show that the proposed in-line booster pump is necessary and to determine if a negative impact to the surrounding water system may result.
  - 2.2. If installation of an in-line booster pump is approved by the General Manager, the service lateral shall be upgraded to District standards at owner's expense. In addition, the service shall be provided system protection from potential backflow thru the installation of a privately installed and maintained approved RP backflow assembly.
  - 2.3. Installation of an in-line booster pump shall be allowed only until such time the system deficiencies warranting the in-line booster pump the in-line pump, use will be discontinued immediately and removal of the pump may be required.



<b>Policy Number:</b>	<b>6030</b>
<b>Policy Title:</b>	<b>Cross Connection &amp; Backflow Prevention</b>

1. The District shall maintain a cross connection and backflow prevention program to protect its public water system.
2. The cross connection and backflow prevention program is contained in a resolution adopted by the Board of Directors in compliance with the State of California Administrative Code Title 17.



<b>Policy Number:</b>	<b>6020</b>
<b>Policy Title:</b>	<b>Environmental Review Guidelines</b>

1. The District's procedures for implementing the California Environmental Quality Act (CEQA) shall be the same as the State CEQA Guidelines as specified in Title 14 of the California Administrative Code, and are incorporated herein by reference.
2. Those administrative functions which may be delegated as specified in #15025 of the California Administrative Code, entitled "Delegation of Responsibilities," are hereby delegated by the Board of Directors to the General Manager.



<b>Policy Number:</b>	<b>6010</b>
<b>Policy Title:</b>	<b>Easement Abandonment</b>

1. Abandonment by the District of its interest in easements dedicated to the District for installation, maintenance, repair, etc., of facilities, shall require approval of the Board of Directors.
2. Commitments to abandon District easements or assurances that easements will be abandoned may be provided by staff only after approval of same by the Board of Directors.



<b>Policy Number:</b>	<b>6000</b>
<b>Policy Title:</b>	<b>Standard Specifications</b>

1. In order to provide a uniform and consistent method of regulating and guiding the design and preparation of plans for construction of water facilities; and, of insuring proper installation of all private works involving water facilities, Standard Specifications, including Design Details, shall be maintained by the District.
2. The purpose of the Standard Specifications is to provide standards to be applied to water facilities improvements and private works to be dedicated to the public and accepted by the District for operation and maintenance. This is necessary in order to provide for coordinated development of required facilities to be used by the public.
3. It is recognized that it is not humanly possible to anticipate all situations that may arise or to prescribe standards applicable to every situation. Therefore, any items or situations not included in the Standard Specifications shall be designed and/or constructed in accordance with accepted engineering practice and as required or approved by the General Manager of the District.
4. Where applicable, proposed changes in the Standard Specifications shall conform to the American Water Works Association and other water industry standards. Proposed changes shall be presented to the Board of Directors for their review and consideration. If the proposed change(s) is approved by the Board, staff shall incorporate said change(s) in the originals of said Standard Specifications, and shall annotate the date of said revision approval upon the documents.
5. Copies of the current Standard Specifications shall be available at the District office and shall be available to interested parties upon request and payment as set by the Board of Directors.



**Policy Number: 5020**

**Policy Title: Authorization of Expenditures**

1. Expenditure authority is generally delegated to the General Manager by the Board of Directors through the adopted annual operating budget.
2. All individual unit purchases of the District under \$10,000 require approval by one of the District's senior managers (General Manager, Operations Manager) and should be a necessary cost of running the District. Purchases shall be in general conformance with previously approved operating budgets.
3. District card usage for expenditures is limited to approved District expenditures and subject to Policy # 5020.20.
4. Any commitment of District funds for an individual unit purchase or expense greater than \$10,000 shall be pre-authorized by the General Manager. This pre-authorization shall be documented using a purchase order.
5. Any commitment of District funds for an individual unit purchase or expense greater than \$15,000 and not previously approved in conjunction with the annual operating budget shall first be submitted to the Board of Directors for approval, or shall be in conformance with prior Board action and/or authorizations. Payroll related expenses are exempt from the \$15,000 limit.
6. Expense of \$15,000 to \$25,000 may be authorized by a combination approval from the General Manager and Board President or Vice President.
7. The District shall implement a competitive bidding program which is in the best interests of the FOWD ratepayers. Additionally, the District shall include consultant selection in the competitive bidding program.





<b>Policy Number:</b> <b>1030</b>
<b>Policy Title:</b> <b>Emergency Operations Plan</b>

1. An emergency operations plan to ensure continuity of District operations in the event of disruption, potential disruption, or substandard water quality of the normal water supply shall be implemented and maintained pursuant to State of California Health & Safety Code Section 4029.



<b>Policy Number:</b>	<b>1000</b>
<b>Policy Title:</b>	<b>Adoption/Amendment of Policies</b>

1. The Board of Directors shall establish policies for the direction and functioning of the District. Policies are to be used as guidelines for operating and maintaining the District and therefore shall be periodically reviewed and amended to meet changing conditions.

**Procedure:**

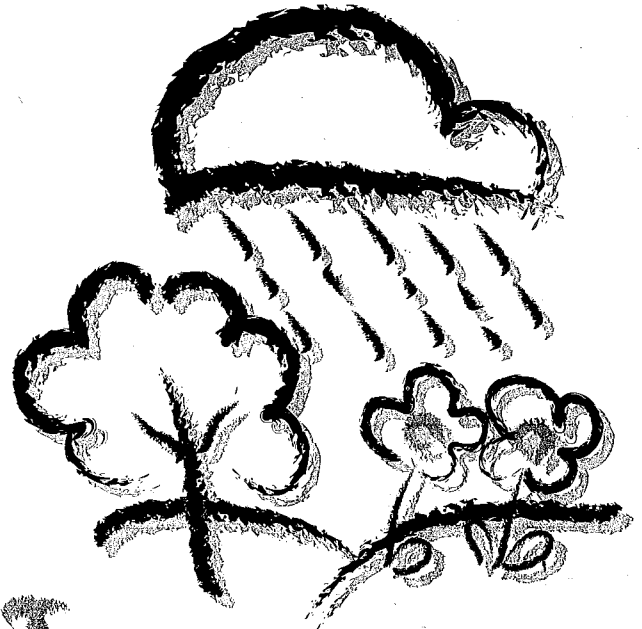
- 1.1. Actions by the Board of Directors to adopt a new policy or to amend an existing policy may be initiated by any Director, or by the General Manager and shall require a 3/5 affirmative vote by the Board of Directors. The proposed adoption or amendment is initiated by submitting a draft of the proposed adoption or amendment to the General Manager and requesting the item be included for consideration on the agenda of the next appropriate meeting of the Board of Directors. The proposed adoption or amendment of the policy may, however, be submitted to the appropriate committee for review and consideration prior to being scheduled for action by the Board of Directors.
- 1.2. The Board of Directors shall periodically review series 2000 policies to determine if amendments are necessary. The General Manager shall periodically review all remaining policies to ensure that they are amended to meet changing conditions as needed.



<b>Policy Number:</b>	<b>7030</b>
<b>Policy Title:</b>	<b>Construction Fees</b>

1. Owners/developers of construction projects shall pay construction fees for all services provided by the District.
2. Services covered by construction fees include, but are not necessarily limited to the following: plan checking; meter installation; construction inspection & supervision; notifications and shutdowns; construction water.
3. Construction fees shall be paid to the District prior to plan approval.
4. Construction fees shall be developed based on costs of services. Fees shall be reviewed on an annual basis and adjusted as necessary by the Board of Directors in compliance with the California Government Codes.
5. Construction fees shall be paid in addition to other applicable fees and charges of the District for water service such as, but not limited to, annexation fees, connection fees, tap fees.

# Water with the weather



**I**t's common sense to let Mother Nature provide the water your landscape needs during the rainy season. Yet it's a common sight each winter to see sprinklers running when it's raining. Winter water efficiency is easy — just remember to adjust your sprinkler system. Here's what to do:

- During the rainy season, turn off your sprinklers and irrigation system. Or, install a rain sensor to automatically shut off your irrigation system and eliminate unnecessary watering. Rain sensors are inexpensive and available at most home improvement stores.
- If there is an extended dry period during the rainy season, change your irrigation schedule to apply the minimum amount of water needed by plants. Many plants are dormant and others need little water during the cooler months.

For more information about how to adjust your irrigation timer and other winter tips, please call your local water provider.

**Sometimes  
less is more ...  
water wisely!**



**S**ad, droopy plants? Yellowing leaves?

These problems might be caused by over watering. When it comes to plant care, too much water can be a bad thing.

Over watering deprives plants of the oxygen they need to survive, causes root rot and, ultimately, kills plants.

*From the desk of*



**FAIR OAKS**  
WATER DISTRICT

Welcome to Fair Oaks! Did you know Fair Oaks residents receive some of the highest quality drinking water in California? It's true!

The Fair Oaks Water District offers several free services, such as: landscape irrigation reviews, interior water-saving devices and toilet rebates. We encourage you to take advantage of these services, they will help you use water more efficiently inside your home as well as outside.

If you have any questions, please contact us directly at (916) 967-5723 between the hours of 8 a.m. and 5 p.m. Monday through Friday. If you need assistance after business hours, we have an automated answering system that will take your call. After-hours emergencies are forwarded to an on-call representative who can assist you immediately.

Our customer service staff, technical experts and conservation staff are ready and waiting to serve you. Just give us a call!



# Water Facts



**FAIR OAKS**  
WATER DISTRICT

Compliments of your  
local water agency

**Citrus Heights**  
**916.725.6873**

**Fair Oaks**  
**916.967.5723**

**Orange Vale**  
**916.988.1693**

**San Juan**  
**916.791.2663**



- ◆ Earth's water supply:
  - 97% salt water
  - 2% in ice caps
  - 1% fresh water
- ◆ Your water is from:
  - Folsom Lake
- ◆ Your body is:
  - 65% water
- ◆ Your brain is:
  - 75% water
- ◆ Your body loses:
  - 2 quarts of water a day
- ◆ You should drink:
  - 64 oz of water a day



## FAIR OAKS WATER DISTRICT HIGH EFFICIENCY TOILET REBATE APPLICATION

### How to get your High Efficiency Toilet (HET) rebate

1. Call the Fair Oaks Water District representative (phone number on application) to see if rebates are available and how much your rebate would be.
2. Purchase and install the new toilet(s). You must be replacing a toilet using three point five (3.5) gallons per flush or greater (a non-ULFT/HET) to be eligible.
3. You may install the toilet(s) yourself or hire a licensed contractor.
4. Return the original dated receipt and/or plumber's invoice with the price, model and brand of each toilet listed individually, and the completed application. Keep a copy for your records.
5. Submitting a signed application represents agreement to have your water provider verify installation of the toilet, with your accompaniment. **Fair Oaks Water District may** schedule an inspection.
6. Rebates up to **\$175.00** per toilet for residential and up to **\$200.00** for commercial property. Call your water agency to verify the amount you are eligible for. Total rebate amount will not exceed money spent. Eligible expenses include 1.28 gallon per flush tank, bowl, seat, supply line, wax ring, caulking, bolts, bolt covers, tax, and cost of professional installation.
7. The water agencies issue rebates within eight to ten weeks of receipt of your completed application materials.
8. The water agencies or their representatives are required to send IRS form 1099 to the customer and the IRS when rebates total \$600 or more.
9. Complete Customer Survey.

### Qualifications

#### Only High Efficiency (HET) Toilets (1.28 gallons per flush) are eligible for rebates

1. Purchase of material must occur within the program period of **January 1, 2010 to December 31, 2010**. The number of rebates is dependent upon the availability of program funds. Call your water purveyor to see if funds are available.
2. Toilet to be replaced was installed prior to 1994.
3. The location of installation must be served by **FAIR OAKS WATER DISTRICT**.
4. Residential applicants are eligible for a maximum of **2** rebates per household.
5. Commercial and multi-family applicants are eligible for up to a maximum of **10** rebates per complex.
6. Replacement of one ULFT with another ULFT is not eligible for rebate under this program.
7. New construction is not eligible for rebate under this program.

### Permitting

Building permits are not required when a customer simply removes and installs a toilet on existing plumbing. A permit is required when a plumbing fixture will be relocated.

### Disclaimer

Fair Oaks Water District (FOWD), the Regional Water Authority (RWA), and the Sacramento Regional County Sanitation District (SRCSD) reserve the right to deny an application of any participant who does not meet all requirements as outlined. The RWA, FOWD, and the SRCSD reserve the right to change the terms of this program at their discretion. The RWA, FOWD and the SRCSD are not responsible for receipts or paperwork lost in the U.S. mail. The RWA, FOWD and the SRCSD cannot guarantee that the installation of the ULFTs will result in lower water utility costs. The number of rebates is dependent upon the availability of program funds. Applications will be processed, when all required information is provided by the applicant; on a first-come, first-served basis.

### How to determine the flush volume (gpf) for your existing toilet.

Turn off the water to the toilet and flush the toilet. Use a gallon milk container and fill the water to the original water mark and tally the water poured in, and then turn the water back on to the toilet.

or

Assumption is that all the water is used per each flush on a theoretical basis. Measure the water signature (stain) on the inside of the tank (length, width, height). Utilize the following multiplication factor converting volumetric cubic inches to gallons.

$$L \times W \times H \times 0.0043278 = \text{gallons per flush (gpf)}$$

#### Example:

Length = 20 inches

Width = 7 inches

Height = 8 inches

$$20 \times 7 \times 8 \times 0.0043278 = 4.8 \text{ gpf}$$





# BUSTER BACKFELLOW



**FUN WAYS  
TO COLOR BUSTER  
AND BUSTER  
DRINK SAFE  
WATER**



# water efficient

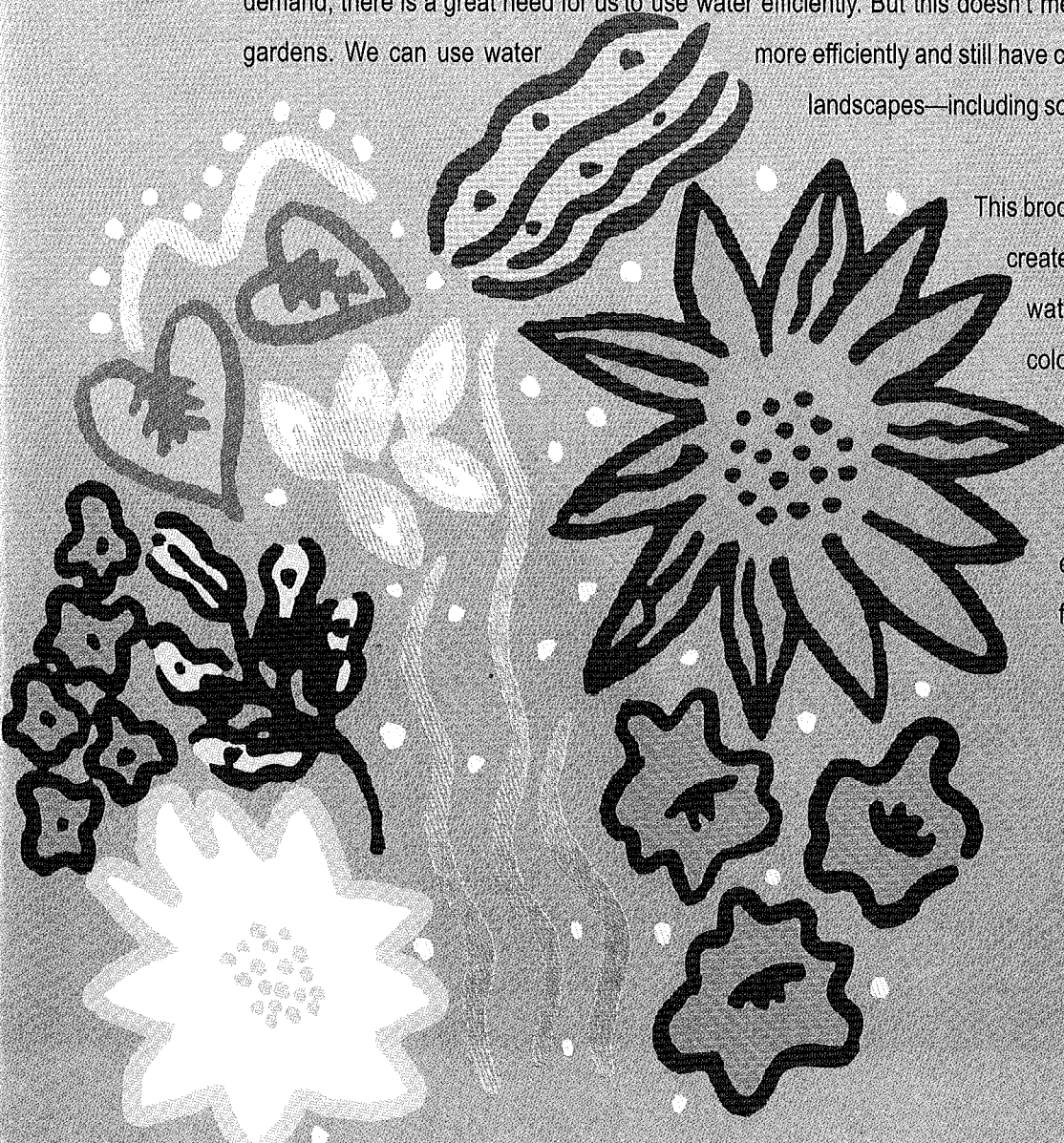
## L A N D S C A P E S

In California, the largest use of all urban water is watering landscapes. When a landscape or irrigation system is poorly designed or poorly maintained, or the landscape consists of plants not suited to the dry and often hot California climate, water demand increases as a result of excessive evaporation, leaks, and runoff. Water consumption can be greatly reduced with careful planning, good plant selection, efficient irrigation systems, and good water management and maintenance practices.

Since California experiences frequent and sometimes prolonged droughts together with an ever increasing demand, there is a great need for us to use water efficiently. But this doesn't mean we have to give up our gardens. We can use water more efficiently and still have colorful, esthetically pleasing landscapes—including some turf areas for recreation.

This brochure is intended to help you create a landscape that is not only water efficient, but attractive, colorful, and low maintenance.

The designs illustrated here are typical back yards, but the principles of water efficient gardening apply to front yards as well.

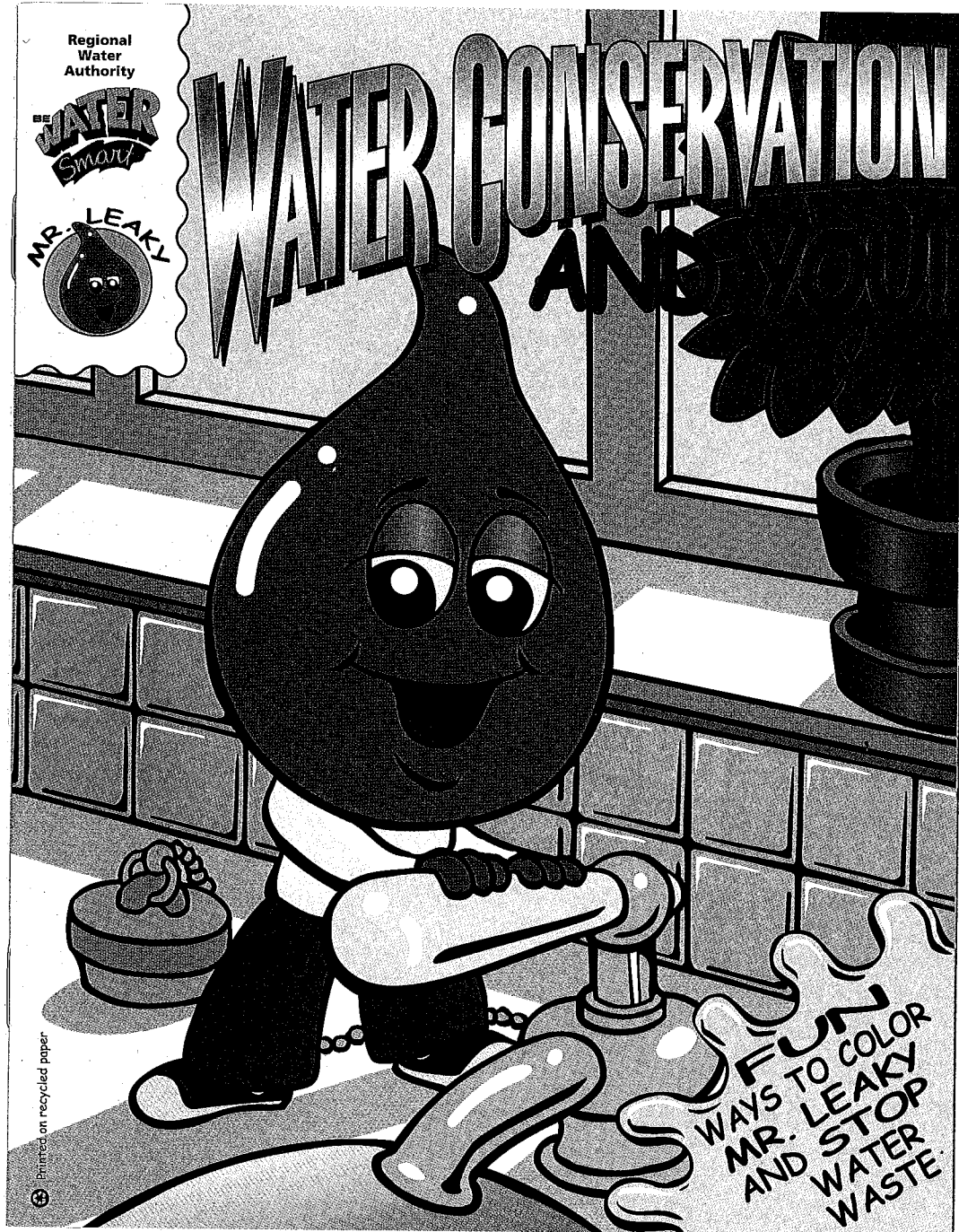


Regional  
Water  
Authority

BE  
WATER  
Smart



# WATER CONSERVATION AND YOU!



♻️ Printed on recycled paper

**FUN**  
WAYS TO COLOR  
MR. LEAKY  
AND STOP  
WATER  
WASTE



# Rules of Thumb for Water-Wise Gardening



**RWA**  
Regional Water Authority



# **Water Conservation Program Guidelines**



**HELPFUL IDEAS, TIPS,  
AND COMMON SENSE  
RULES FOR SAVING  
WATER IN FAIR OAKS**

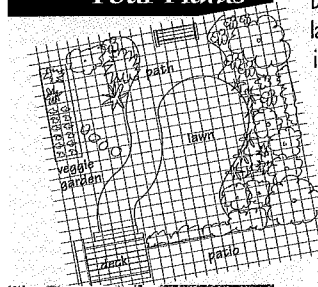
# Watering Tips for Beautiful Gardens

Creating and maintaining your dream garden requires thoughtful planning, harmonious plant selection and wise watering. Wise watering means grouping plants according to their water needs. Too much water deprives plants of oxygen, causes root rot and ultimately kills them!

Group plants with similar water needs to:

- Enhance your garden's health and beauty.
- Save money by protecting your garden investment.
- Save time spent on gardening and watering.

## Planning Your Garden and Grouping Your Plants



Dream and design the layout of your garden, including shady and sunny areas, slopes, drainage, etc. Then, sketch your garden.

Be sure the right plants are placed according to their water, sun and soil needs and your special wants.

Select the appropriate plants for your garden before you purchase them. Use the garden wish list on this card.

Check the tags at the nursery. Read them to learn how much water the plants will need now and when they mature.

Group plants of similar water needs to create irrigation zones. Then, follow your dream garden plan.

Avoid over-watering. Establish a specific watering schedule for each zone's water needs. Check the moisture in the root zone to get it right.

Call for help. Many water providers offer free landscape irrigation advice. Call your water provider or master gardeners at (916) 875-6913 for more information.

## Knowing Plant Water Needs

Your water-wise garden can include any plant you wish. Plants simply need to be grouped according to water needs.

### HIGH

#### water-use

Require frequent watering (2-3 times a week during summer months)

- Lawns
- Water-loving plants
- Container plants

### MODERATE

#### water-use

Require a little more water than low water-use plants

### LOW

#### water-use

Require little, if any, additional watering during summer months

- Many established trees and plants

### NO

#### water-use

Includes:

- Hardscapes (patios, decks, walkways)
- Established native plants that can survive on rainfall only

August 12, 2010

Ms. P. Calvillo  
Bureau of Reclamation  
Central California Area Office  
7768 Folsom Dam Road,  
Folsom, CA 95630

**Re: 2009 Water Management Plan-response to May 26, 2020 comments**

Dear Pauline,

The following are Fair Oaks Water District responses to your comments dated May 26, 2010.

*Comment: “ Plan cover page: Please note that this plan should be titled 2009- not 2010”.*

**Response:** The final Water management plan will be re-named to: 2009 Water Management Plan”.

*Comment: Section 1: A.1.pg1: “Date of the first Reclamation contract: “*

**Response:** As suggested the date of the first Reclamation contract will be listed as: None –subcontractor to San Juan WD, 1974 USBR contract. The table reflecting annual usage, source and contract # will be incorporated in the final version as suggested.

*Comment: “D.1.pg 5 Please provide ETO in table.*

**Response:** The following data will be incorporated in the general climate of the district service area.

	Jan	Feb	March	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Annual
ETO, In.	1.59	2.20	3.66	5.08	6.83	7.80	8.67	7.81	5.67	4.03	2.13	1.59	57.06

Source : CIMIS website for station 131( Fair Oaks) downloaded on 08/12/2010.

Fair Oaks Water District  
2009 Water Management Plan- USBR  
Response to May 26, 2010 comments.

*Comment: "F.1.pg.6: Please attach a copy of Districts water related rules and regulations..."*

**Response:** The FOWD regulations and policies were provided to USBR as attachments to May 20, 2010 letter. ( e-mail confirmation received on 06/01/2010)

*Comment: "Is there data for 4" –compound meters as they appear they are being tested under the USBR WCFSP grants. If no data available, please explain why.*

**Response:**

The Fair Oaks Water District is partnering with the US Bureau of Reclamation to implement a large meter testing and maintenance program. The District has established goals and objectives to be completed for this program. The District anticipates full implementation of the project by 2011. The large meter data is not available at this time.

*Comments: G.3.b.pg.8: please complete the fixed and volumetric tables.*

**Response:** The total amount collected and reported by Fair Oaks Water District from volumetric charges is correct - #271,412. This amount is differ from the amount derived from the straight multiplication (927,319 ccf x \$0.33) due to the lag effect between the billing and collection. The difference is the amount that the District billed customers, but did not received payments until 2009. The difference was booked as 2009 revenue. The FOWD has partnered with the USBR to implement metering technologies via a field service grant. These technologies have enabled to monitor more accurately consumption for metered connections. The previously reported numbers for 2008 did not benefit from these improvements.

*Comments: G.3c .pg 9E: When reviewing the sample bill (Attachment C), there appears to be an extra \$15.36 charge for each meter. Please explain what this is."*

**Response:** The extra charge is due to the longer than normal billing cycle: 65 days ( 05/04/2009- 07/08/2009) versus 60. The factor of 1.0834 ( 65/60=1.0834) was applied to all fixed charges within this billing cycle. For example, the normal fixed rate for 2-inch meter of \$184.28 was multiplied by 1.0834 resulting in fixed charge of \$199.64. The usage charge was added to the revised fixed charge based on approved rate of \$0.33 per CCF.

*Comments: Section 2: B.4 pg. 12: Although in the plan it says that groundwater is available but historically has not been needed, in customer Water Quality report( 2008 Consumer Confidence Report) lists FOWD as getting 82.6 % surface water and 17.4% groundwater. Can you please clarify these statements. Please correct wording on plan to explain"*



Fair Oaks Water District  
2009 Water Management Plan- USBR  
Response to May 26, 2010 comments.

**Response:** The Fair Oaks Water District as a signatory to the Water Forum Agreement utilizes a conjunctive water management practice. Based on the weather conditions and customer demands, groundwater usage is varying from year to year. For example, in 2009 9.1% of total supply derived groundwater wells and 90.9% from surface water. The system distribution configuration and pipe's capacities could contribute to localized low pressure areas. The groundwater wells allow boosting pressure in these areas without impacting customers with expensive pipeline improvements.

The 2009 Water Management Plan will be updated with this statement.

*Comments: Please provide the 2009 Budget.*

**Response:** The 2009 FOWD budget is attached for your consideration.

If you have any question, please do not hesitate to contact me at (916) 844-3513.

Respectfully,

M. Nisenboym,  
Operations Manager  
FAIR OAKS WATER DISTRICT

cc. V. Sacksteder – SJWD

Attachments: 2009 Budget

	Acct #	Actual 2004	Actual 2005	Actual 2006	Actual 2007	Budget 2008	Estimated 2008	Budget 2009
<b>Conservation</b>								
Conservation Outreach	6430	24,458	12,591	14,747	\$ 9,903	\$ 15,000	\$ 15,000	\$ 25,000
Grant Application	6407	-	3,000		-	1,000	1,000	1,000
Field Service Grant 2007						38,000	38,000	
Field Service Grant 2008						40,000	-	
Field Service Grant 2009								40,000
Cons. Landscape Irrigation Review	6450	1,225	610	84	26	1,500	1,500	1,500
Conservation Water Waste	6470	-	-	6,246		500	500	500
Conservation Large Landscape	6920				9,309			500
Conservation Subscriptions	6405	-	-	500	500	800	800	800
Conservation Toilet Rebate Program	6510	8,565	16,185	16,048	8,682	15,000	15,000	15,500
Conservation Internal Review	6460	8,728	513	1,462	68	1,500	1,500	1,500
<i>Conservation Subtotal</i>		\$ 42,976	\$ 32,899	\$ 39,087	\$ 28,488	\$ 113,300	\$ 73,300	\$ 86,300
<b>Training &amp; Uniforms</b>								
DMV/Physicals	7135	\$ 1,684	\$ 1,916	\$ 1,754	\$ 2,888	\$ 2,500	\$ 3,000	\$ 3,000
Training, travel, and expenses	7410/7510	57,382	29,140	24,434	23,822	30,000	25,000	30,000
Employee recognition program	7570	6,000	3,912	4,818	5,241	7,700	7,700	8,000
Uniforms	6270	14,266	12,993	10,483	8,924	13,000	13,000	13,400
<i>Training Subtotal</i>		\$ 79,332	\$ 47,961	\$ 41,489	\$ 40,875	\$ 53,200	\$ 48,700	\$ 54,400
<b>Board Expenses</b>								
Election expense	7720	\$ 12,648	\$ -	\$ 12,933		\$ 19,700	\$ 1,500	\$ -
Director's Fees	7710	15,500	10,300	9,700	13,400	15,000	15,000	15,100
Miscellaneous Board Expenses	7730	-	-		807	1,300	1,300	1,400
Travel and Seminars	7740	4,837	2,860	2,966	5,257	12,000	10,000	12,400
<i>Board Expenses Subtotal</i>		\$ 32,985	\$ 13,160	\$ 25,599	\$ 19,464	\$ 48,000	\$ 27,800	\$ 28,900
<b>Materials &amp; services total</b>		\$ 2,288,699	\$ 2,006,677	\$ 2,069,997	\$ 2,342,069	\$ 2,774,300	\$ 2,826,800	\$ 2,964,900
<b>Department Grand Total</b>		\$ 4,419,551	\$ 4,081,498	\$ 4,111,166	\$ 4,327,735	\$ 5,002,300	\$ 5,047,600	\$ 5,515,600

*From the desk of*



Welcome to Fair Oaks! Did you know Fair Oaks residents receive some of the highest quality drinking water in California? It's true!

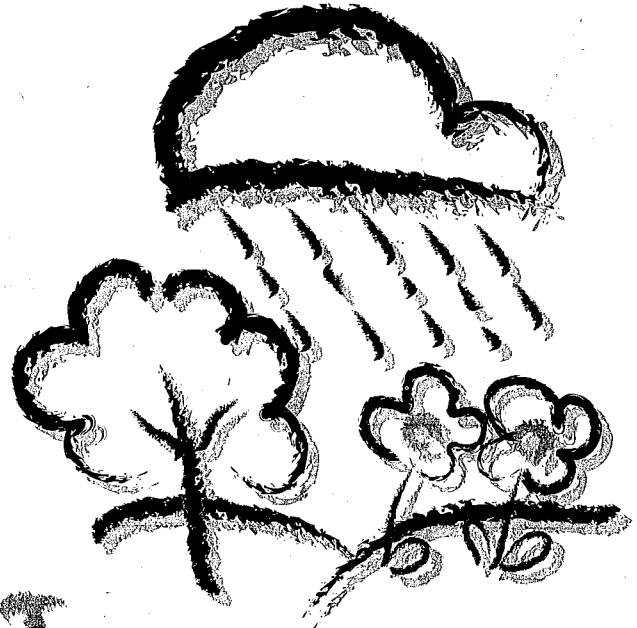
The Fair Oaks Water District offers several free services, such as: landscape irrigation reviews, interior water-saving devices and toilet rebates. We encourage you to take advantage of these services, they will help you use water more efficiently inside your home as well as outside.

If you have any questions, please contact us directly at (916) 967-5723 between the hours of 8 a.m. and 5 p.m. Monday through Friday. If you need assistance after business hours, we have an automated answering system that will take your call. After-hours emergencies are forwarded to an on-call representative who can assist you immediately.

Our customer service staff, technical experts and conservation staff are ready and waiting to serve you. Just give us a call!



# Water with the weather



It's common sense to let Mother Nature provide the water your landscape needs during the rainy season. Yet it's a common sight each winter to see sprinklers running when it's raining. Winter water efficiency is easy — just remember to adjust your sprinkler system. Here's what to do:

- During the rainy season, turn off your sprinklers and irrigation system. Or, install a rain sensor to automatically shut off your irrigation system and eliminate unnecessary watering. Rain sensors are inexpensive and available at most home improvement stores.
- If there is an extended dry period during the rainy season, change your irrigation schedule to apply the minimum amount of water needed by plants. Many plants are dormant and others need little water during the cooler months.

For more information about how to adjust your irrigation timer and other winter tips, please call your local water provider.

**A good rule of thumb is to change your irrigation timer when you change your clocks in the fall and spring.**

**October:  
Fall  
Back**

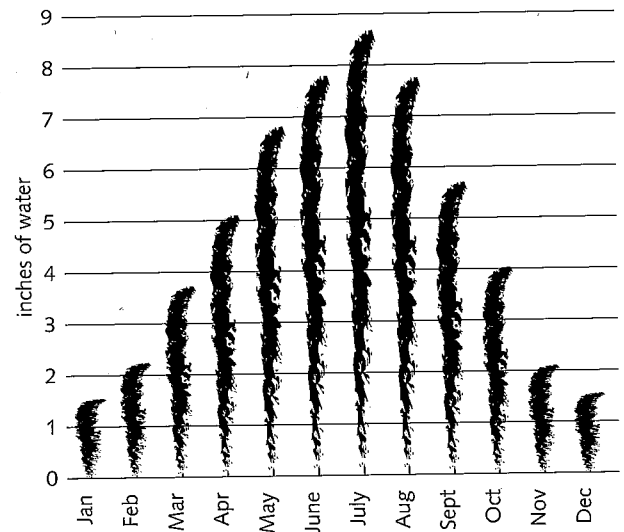
**April:  
Spring  
Forward**

**Decrease watering  
or shut off  
irrigation system**

**Gradually  
increase  
watering**

Clip and post near your irrigation controller.

**Monthly water needs of grass  
in the Sacramento region  
and the Sierra Foothills  
(without rain)**



Throughout the fall and winter months, lower temperatures, shorter daylight hours and moisture from fog and rain all combine to reduce the water demands of your lawn, trees, shrubs and plants. Little, if any, irrigation is needed, which means you need to reduce your irrigation timing and frequency.

**RWA**  
**Regional Water Authority**  
BUILDING ALLIANCES IN NORTHERN CALIFORNIA

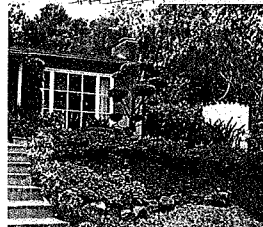
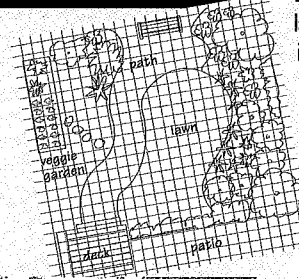
# Watering Tips for Beautiful Gardens

Creating and maintaining your dream garden requires thoughtful planning, harmonious plant selection and wise watering. Wise watering means grouping plants according to their water needs. Too much water deprives plants of oxygen, causes root rot and ultimately kills them!

Group plants with similar water needs to:

- Enhance your garden's health and beauty.
- Save money by protecting your garden investment.
- Save time spent on gardening and watering.

## Planning Your Garden and Grouping Your Plants



Dream and design the layout of your garden, including shady and sunny areas, slopes, drainage, etc. Then, sketch your garden. Be sure the right plants are placed according to their water, sun and soil needs and your special wants.

Select the appropriate plants for your garden before you purchase them. Use the garden wish list on this card.

Check the tags at the nursery. Read them to learn how much water the plants will need now and when they mature.

Group plants of similar water needs to create irrigation zones. Then, follow your dream garden plan.

Avoid over-watering. Establish a specific watering schedule for each zone's water needs. Check the moisture in the root zone to get it right.

Call for help. Many water providers offer free landscape irrigation advice. Call your water provider or master gardeners at (916) 875-6913 for more information.

## Knowing Plant Water Needs

Your water-wise garden can include any plant you wish. Plants simply need to be grouped according to water needs.

### HIGH

#### water-use

Require frequent watering (2-3 times a week during summer months)

- Lawns
- Water-loving plants
- Container plants

### MODERATE

#### water-use

Require a little more water than low water-use plants

### LOW

#### water-use

Require little, if any, additional watering during summer months

- Many established trees and plants

### NO

#### water-use

Includes:

- Hardscapes (patios, decks, walkways)
- Established native plants that can survive on rainfall only



Get a FREE landscape irrigation review or home water efficiency kit by calling your water provider! A water efficiency expert will visit your home to:\*

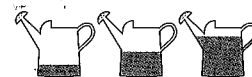
- review your water use and suggest ways to increase efficiency
- help check for leaks inside and outside
- provide water-saving devices, such as low-flow faucet aerators, showerheads and hose nozzles

\*Services may vary.

## Garden Wish List

Planning is the first step to creating a beautiful, water-efficient garden. Use the chart below to list the plants you'd like to purchase along with their water needs.

### Water needs



Low Medium High

Plant name	Low	Medium	High
1 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes:

For more information about water-efficient gardening, contact the UC COOP Extension Master Gardeners at (916) 875-6913.

**UC**



This information is brought to you by:

Citrus Heights Water District	(916) 725-6873
City of Folsom Water Utilities	(916) 355-7252
City of Roseville Environmental Utilities	(916) 774-5761
Fair Oaks Water District	(916) 967-5002
Orange Vale Water Company	(916) 988-1693
San Juan Water District	(916) 791-6932

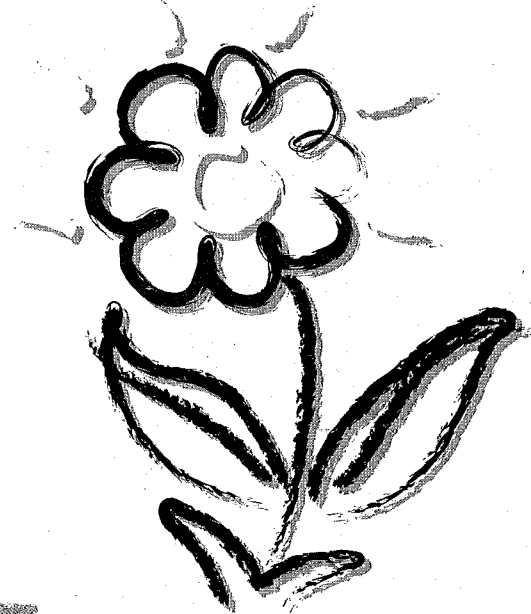
**Sometimes  
less is more ...  
water wisely!**



**S**ad, droopy plants? Yellowing leaves?

These problems might be caused by over watering. When it comes to plant care, too much water can be a bad thing. Over watering deprives plants of the oxygen they need to survive, causes root rot and, ultimately, kills plants.





For the optimal health of your garden, it's important to know how much water your plants need and, most importantly, to water them accordingly. Grouping your plants according to their specific water needs — high, medium and low — makes this easy.

Here are more tips to help you use water efficiently:

- Check your irrigation system frequently for leaks.
- Avoid runoff. If necessary, apply water in stages to allow it to thoroughly absorb into the soil.
- Adjust your watering schedule to the weather.
- Adjust the direction of sprinkler heads to water only the target area.
- To avoid the peak energy hours and minimize evaporation, water outdoors between midnight and 10 a.m. Avoid peak water use hours of 5 to 8 a.m.

For more information about how to use water efficiently, please call your local water provider. Many area water providers offer free services, programs and products to help you use water wisely.



Regional  
Water  
Authority



# WATER CONSERVATION AND YOU!



♻️ Printed on recycled paper

**FUN**  
WAYS TO COLOR  
MR. LEAKY  
AND STOP  
WATER  
WASTE

Sacramento Area  
Water Works  
Association



# BUSTER BACKFELLOW



**FUN WAYS  
TO COLOR BUSTER  
AND DRINK SAFE  
WATER**

# Rules of Thumb for Water-Wise Gardening



**RWA**  
Regional Water Authority





RESOLUTION No. 12-04

A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE FAIR OAKS WATER DISTRICT

A RESOLUTION FOR THE FAIR OAKS WATER DISTRICT BUREAU OF RECLAMATION FIVE-  
YEAR WATER MANAGEMETN PLAN UPDATE

**WHEREAS**, the Board of Directors of the Fair Oaks Water District (the "Board" and the "District", respectively) hereby approves the FIVE-YEAR WATER MANAGEMENT PLAN UPDATE –FAIR OAKS WATER DISTRICT for the United States Bureau of Reclamation.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of Fair Oaks Water District as follows:

1. The District will aggressively pursue a good faith effort to meet all requirements of this plan.
2. This Resolution shall take effect immediately.

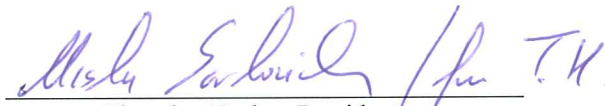
I certify that the foregoing Resolution was adopted by the Board of Directors of the Fair Oaks Water District at a regular board meeting held on the 13th day of August 2012, by the following vote:

AYES: Directors Gossett, Marx, McCrae and Sarkovich

NOES:


ABSTAIN:

ABSENT: Director Healey



Timothy Healey, President  
Board of Directors

ATTEST:

  
Michael Nisenboym, Operations Manager  
Fair Oaks Water District

